SUCCESSFACTORS USER GUIDE

This Guide is For:

- ✓ Hiring Managers
- ✓ Administrators with Hiring Manager Privileges

Document Number: H201

TABLE OF CONTENTS

FIRST TIME LOG ON/ RESETTING PASSWORD

Table of Contents

FIRST TIME LOG ON

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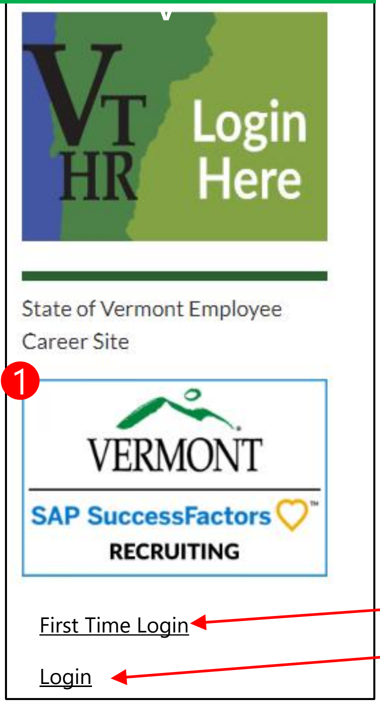
First Time Log On – State of Vermont Employees

This section will provide information on your access as a State of Vermont Employee.

humanresources.vermont.go



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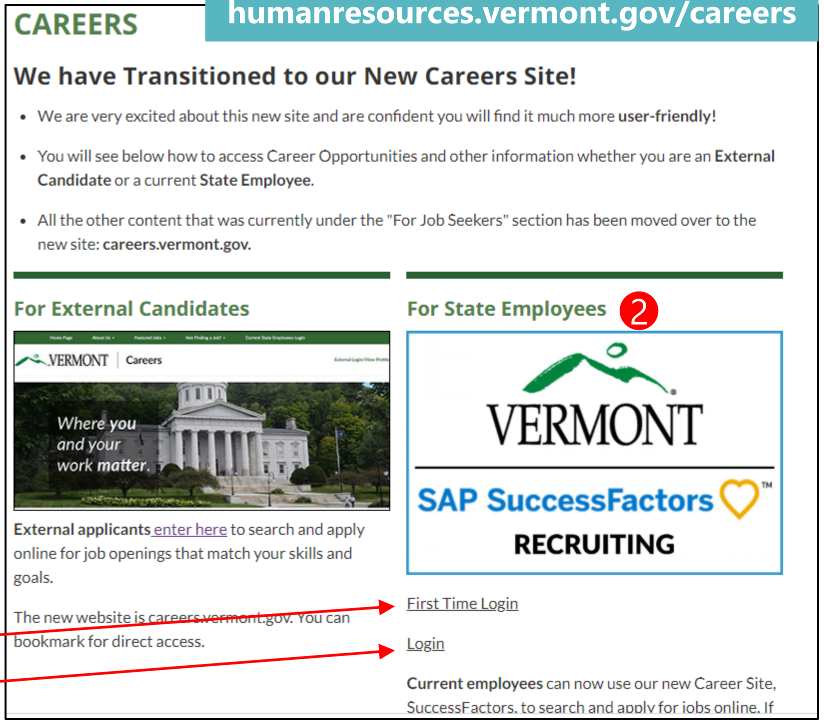
humanresources.vermont.gov/careers



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1) As state employees, you will be able to access the new SuccessFactors Recruiting and Careers Site from the DHR website, (humanresources.vermont.gov) either by going to the login widget on the right hand column of the Home page (adjacent to the VTHR Login) or
2) Going to the "For Job Seekers" Page (humanresources.vermont.gov/careers)
3) You must select 'First Time Login' the very first time you attempt to access the system. This will take you to a page (not shown here) that will:
   I. Review the new site's terms of use.
   II. Take you through the first time login instructions explained on the next 3 pages.
   III. Link you to help/user guides.
4) **Only after you have set your password** you may access the site in the future by:
   a) Using the login link on the DHR Website widgets.
   b) Using "For Current State Employees Login" Link on the external careers site.
   c) Bookmarking the SuccessFactors Login Page.

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FIRST TIME LOG ON

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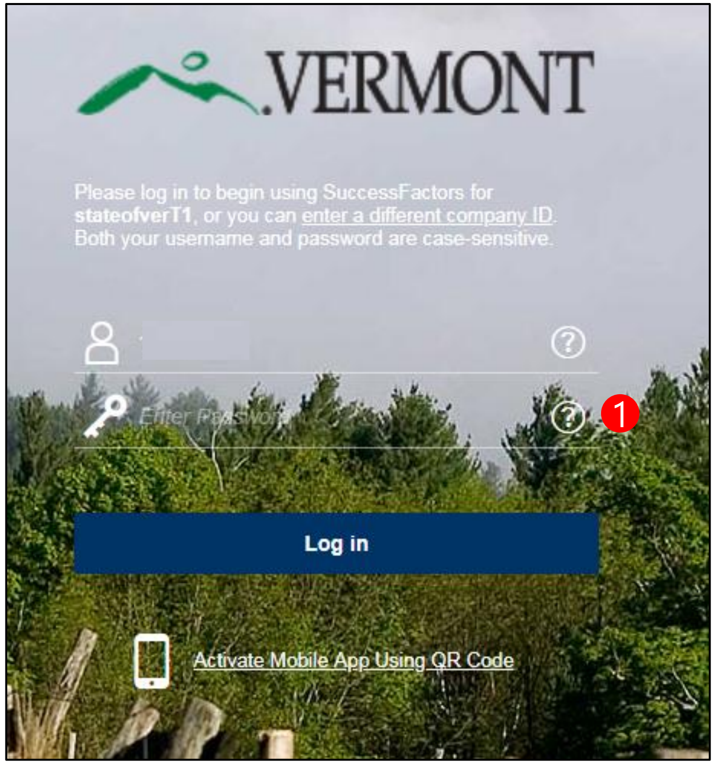
Logging In/Setting Password– State of Vermont Employees



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No State of Vermont Email?

If you don't have a State of Vermont email, you won't be able to set your password in this way.

Please contact Recruitment Services at:
802-828-6700 or toll free at 855-828-6700
Select Option 1, then Option 4

Email: DHR.Recruitment@Vermont.gov

1. For the initial log in, you are required to change your password. Passwords can be changed/reset by the user with the "?" link beside the password login box.

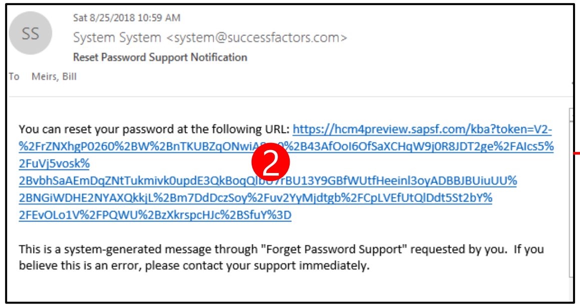
2. You will be sent to the Forgot Password Screen. Enter your **User ID (Your State of Vermont Employee ID)** and click "Reset"

RESETTING PASSWORD

Logging In/Changing/Resetting Password– State of Vermont Employees

1 An email notification will be sent to your **State** email with a hyperlink to reset your password. See password requirements on Reset screen. Please close out of the browser completely.

2 **Click** the hyperlink that was emailed to you or **Copy** and paste into your browser. Complete the fields as required then select the 'submit' button.



SS

Sat 8/25/2018 10:59 AM

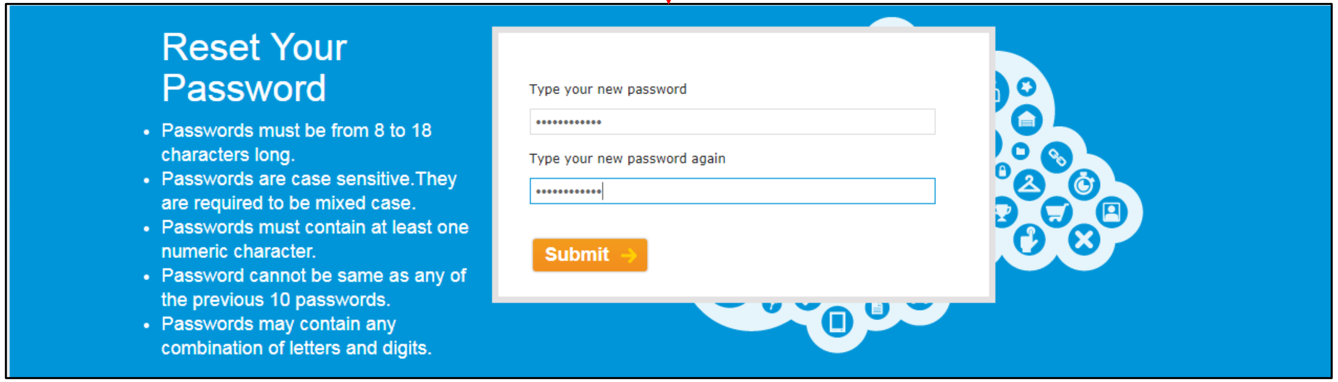
System System <system@successfactors.com>

Reset Password Support Notification

To Meirs, Bill

You can reset your password at the following URL: https://hcm4preview.sapsf.com/kba?token=V2-%2FrZNXhgP0260%2BW%2BnTKUBZqONwiA[illegible]%2B43AfOoI6OfSaXCHqW9j0R8JDT2ge%2FAIcs5%2FuVj5vosk%2BvbhSaAEmDqZNtTukmivk0updE3QkBoqQ[illegible]rBU13Y9GBfWUtfHeeinl3oyADBBJBUiuUU%2BNGiWDHE2NYAXQkkjL%2Bm7DdDczSoy%2Fuv2YyMjdtgb%2FCpLVEfUtQlDdt5St2bY%2FEvOLo1V%2FPQWU%2BzXkrspcHJc%2BSfuY%3D

This is a system-generated message through "Forget Password Support" requested by you. If you believe this is an error, please contact your support immediately.



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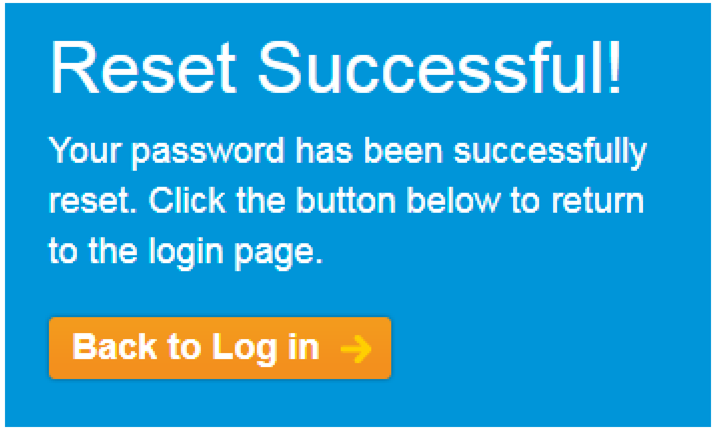
RESETTING PASSWORD

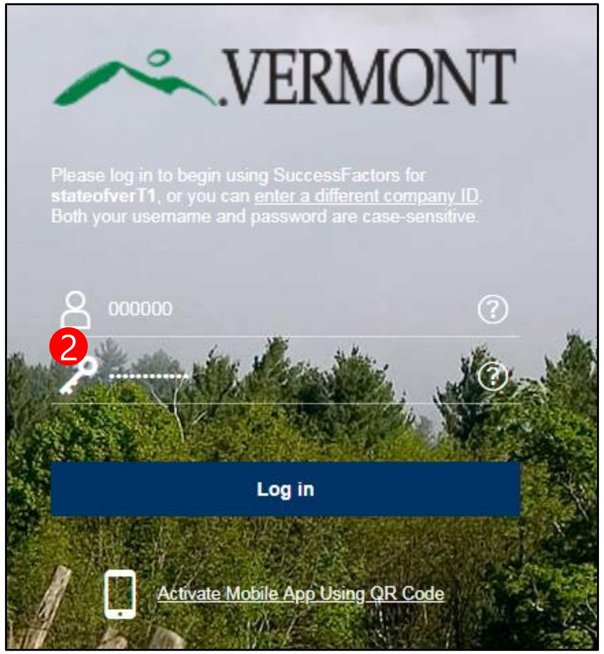
Logging In/Changing/Resetting Password– State of Vermont Employees

1 You will get a "Reset Successful" Screen if you have successfully chosen a password and they match. You can then proceed to login by clicking **Back to Log In** button.

2 You will now be directed back to the login screen. You can proceed with your new password to log in to the SuccessFactors Recruiting system. If your computer is **not used by anybody else or a public computer**, you can store your login information in your browser.

1





VTHR vs. SAP SuccessFactors

WHAT'S THE DIFFERENCE?
The **New SuccessFactors Recruiting** system is only for:

- **Searching and applying for positions** at the state.
- Creating and Managing Job Requisitions.

All other functions you currently do in **VTHR** (timesheets, etc.) **will remain the same.**

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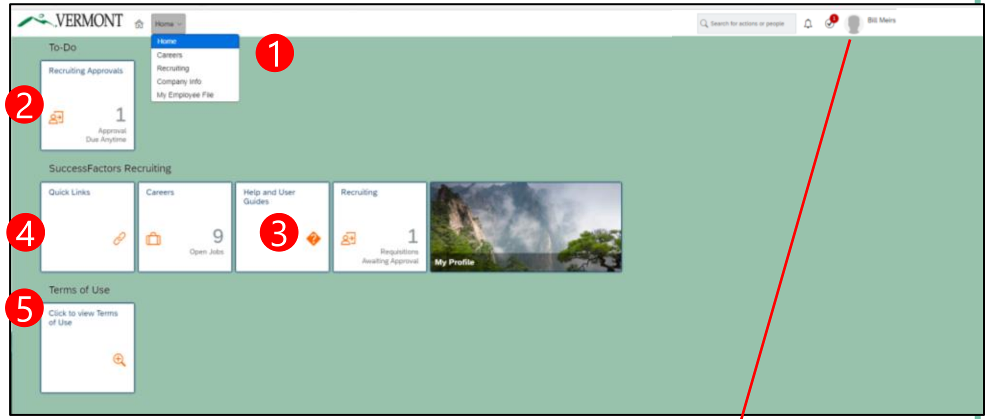
HOME PAGE NAVIGATION

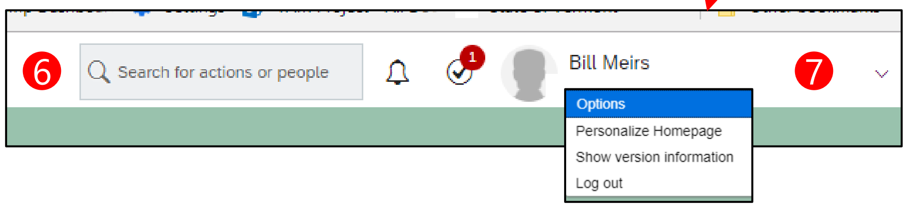
9. Home Page Navigation Tour

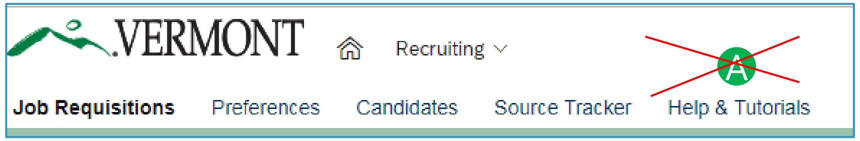
Table of Contents

HOME PAGE NAVIGATION

Tour of the Hiring Manager Home Page







Upon logging into the Success Factors Recruiting portal, you will be directed to your **home page**. The Home Page is a **Tile Catalog**, with blocks of tiles. Each tile created is accessible to users based on specific role created in the portal.

1) **Home Tab** – All users have at least 3 dropdown options. All users will have "Home", "Careers" and "My Employee File". Click on "home" to show the dropdown options, then hover over each drop-down menu and click to select. Based on your role, you may have others options.
   - **Home.** Is your home page for accessing any "To Do's", easily accessible job aid documents, and Quick Links.
   - **"Careers"** brings users to any current jobs posted within the State of Vermont for internal or external applicants. Searching and applying for jobs is detailed further in this document.
   - **"Employee Profile File"** brings users to their personal information in relation to work experience, previous employment, education and courses/continuing education.
2) **To Do Tile:** Tasks that are specific activities that an employee needs to take action on. For example "complete your profile" or "approve a requisition."
3) **Help and User Guides:** This tile will display useful help resources. For example, you may see a Job Aid for navigating through the SF Recruiting Portal. **Note: In the recruiting module, you will see a help link in the Recruiting Main menu (see fig A.) Please disregard this link. You will be able to find all the help resources on this Help and User Guide Tile.**
4) **Quick Links Tile:** This tile brings user to other areas of the portals through links available to them.
5) **Terms of Use f**or logging into SuccessFactors System. You should review upon your first login.
6) **Search Bar:** The search bar allows users to search by category on the job they are seeking. After typing in the search bar, a list of possible items will drop down where users can choose what they are looking for.
7) **Account Navigation** – "Employee Profile" (the picture icon) has a drop down to select one of the following: "Options", "Personalize Homepage", and "Log Out".
   - **Options** allows users to reset their passwords, enable mobile, and receive notifications.
   - **Personalize Homepage** is a feature to move your tiles around on your home page.
   - **Log Out** allows users to logout of the system.

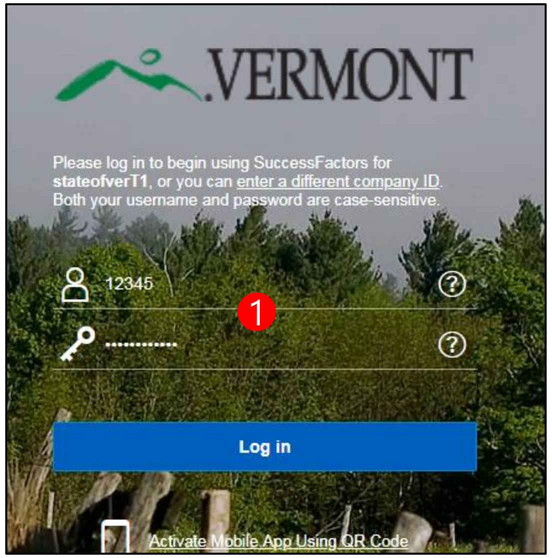
CREATING A NEW JOB REQUISITION

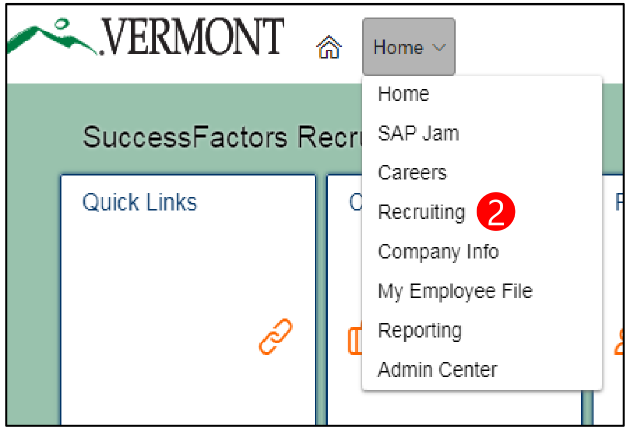
Table of Contents

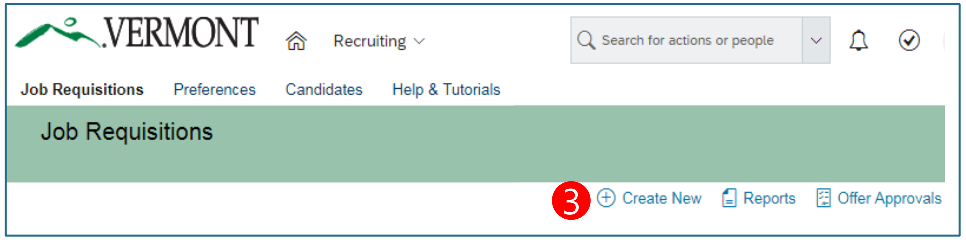
CREATING A NEW JOB REQUISITION

Logging In and navigating to Recruiting Section

1 Log into system per previous instructions	2 Click on the Home button and select **Recruiting**	3 Select **“Create New”** in the top right side of the screen







A Note about the SuccessFactors Mobile App

On the login page shown in step 1, you will see the ability to download a mobile app by scanning a QR Code. Unless your <u>only interaction with SuccessFactors is to approve job requisitions or job offers</u>, you will need to use your mobile device’s browser vs. the mobile application to access the full features of the system. We recommend using a desktop computer whenever possible.

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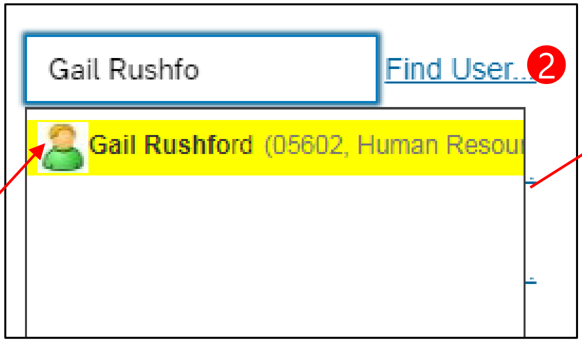
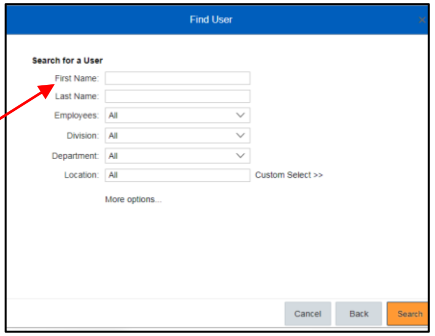
CREATING A NEW JOB REQUISITION

Filling in Job Detail Information

1 Enter the Internal Job Title, Hiring Manager* (see important note below), Appointing Authority or Delegate, HR Field Administrator and Talent Acquisition. As you start to type names, the system will start to show options based on your input – **see step 2 and toolbox on the right.**

2 Using "Find User" – **See Toolbox on right**





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Important Notes

1. **Appointing Authority (or designee) Field**: System notifies that a requisition has been created. This email will not require the Appointing Authority to take an action in the system. If approval is required, use the "Add Approver" button shown on page 16.
2. If you are starting a requisition **on behalf of the actual hiring manager**, please put your name in as hiring manager on this screen and then change to actual hiring manager on the "involved parties" screen as shown on page 16. If you don't, it will not allow you to complete all the details to send to next step. **IMPORTANT: Even if you change the hiring manager here, there is no need to add yourself as an additional hiring manager shown on Page 16, Step 1 (you will not be able to.) You will still have the same access to the requisition as the hiring manager because of your role in the system.**

"Find User"

Please note you can use the "Find User" feature which enables you to search for the Hiring Manager, Appointing Authority or Delegate, HR Field Administrator and Talent Acquisition. Enter the information, click search and the system will list those that meet the criteria entered. The more information you enter the better the search results will be.

"Autocomplete"

As you start to type name, the system will start to show options based on your input highlighted in yellow. Make sure you **click down** on the highlighted name to get it to populate the field. Just hovering won't work!

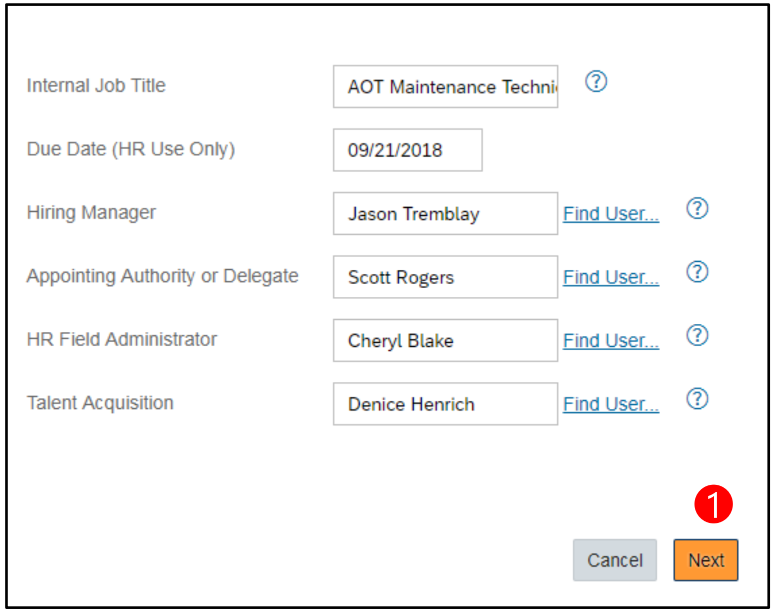
CREATING A NEW JOB REQUISITION

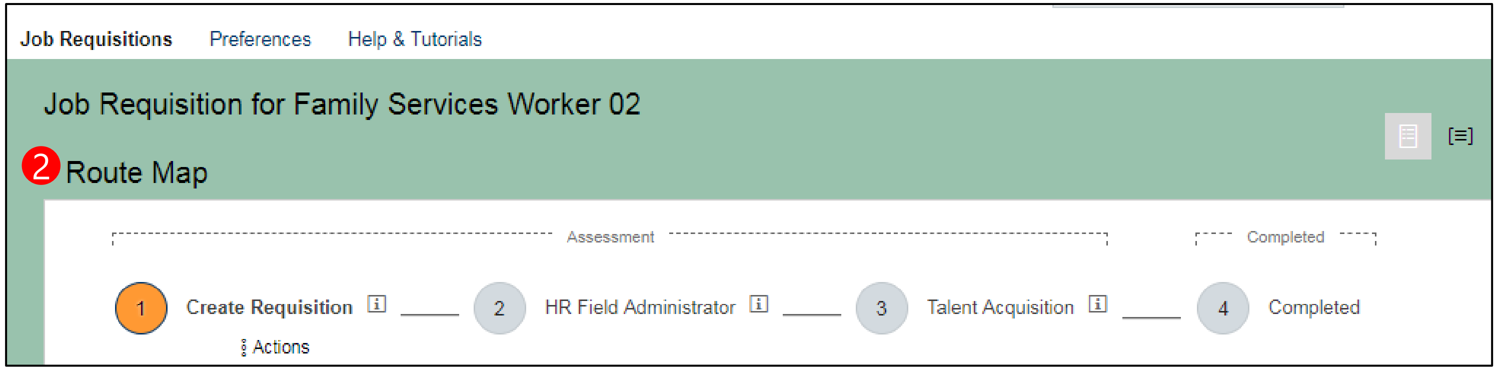
Completing Position Details

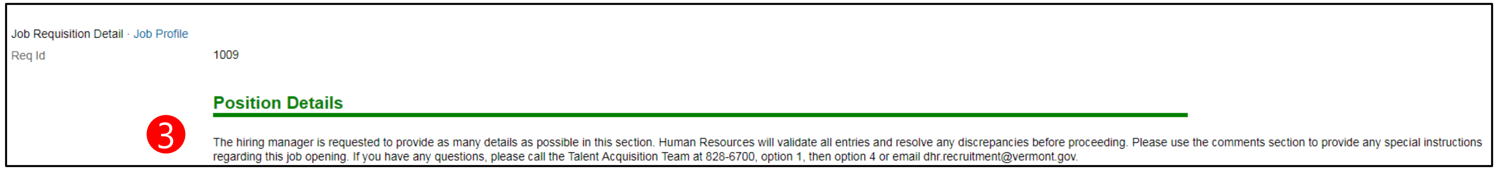
1 Once the information for the Hiring Manager, Appointing Authority or Delegate, HR Field Administrator and Talent Acquisition is entered click to NEXT button at the bottom of the screen.

2 Once you press "next" the system will bring you to a new screen. At the top of the screen it will show you a "route map" of how the process will flow. You will create the requisition, it will then go to Field HR to confirm and approve, then to the Talent Acquisition team to confirm and post.

3 Below the "route map" will list the "Position Details" that need to be entered. Each field with the red asterisk (*) will need to have data entered (see next page.)

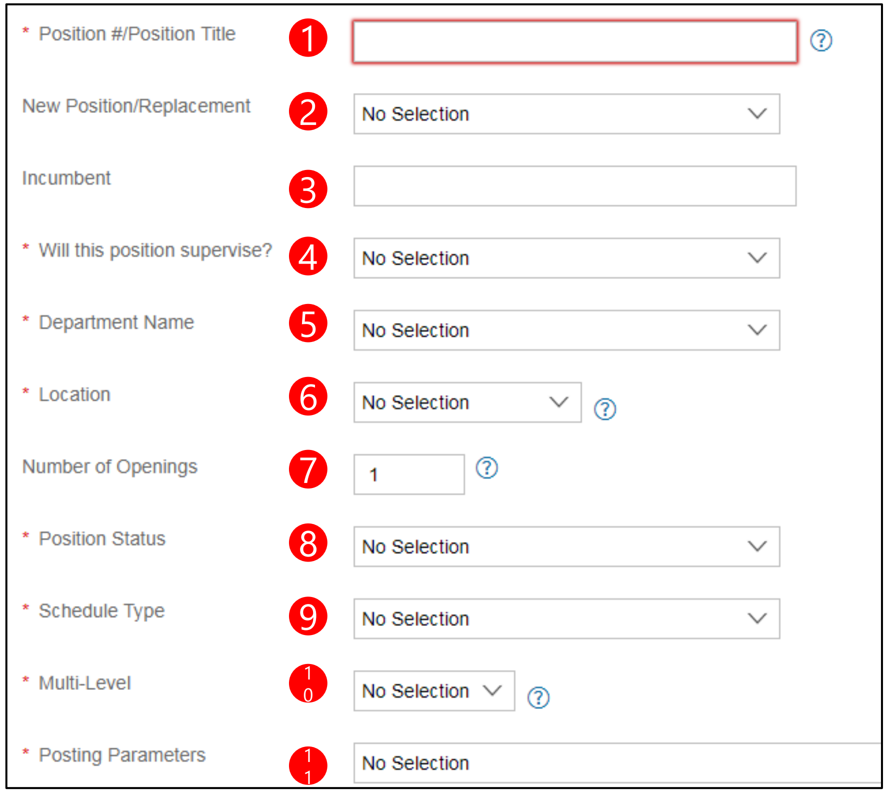






CREATING A NEW JOB REQUISITION

Completing Position Details, Continued



1) Enter the Job title or the position number
2) Use dropdown to select “new position” or “replacement”
3) If you chose replacement, enter the incumbents name
4) Use dropdown to select if the position supervises
5) Enter the Department name from dropdown options
6) Enter the location from dropdown options
7) Enter number of openings. If this has multiple positions being filled please add the position numbers in the above field. Add any additional comments in the comment section at the bottom of the screen if needed.
8) Enter position status from dropdown
9) Enter scheduled type from dropdown
10) Select if this is a multilevel recruitment. If so, please enter comments in the comment section at the bottom of the screen to advise of the details. Create one requisition only; your TA Specialist will create and post requisitions for the remaining position levels.
11) Use dropdown to select the posting parameters.

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CREATING A NEW JOB REQUISITION

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Appointing Authority or Delegate's role in Requisition Approval

On the next page, you will be confirming the involved parties on your requisition. Depending on your departmental processes, you will need to indicate the role of the appointing authority (or delegate) in your requisition approval process. Here is a chart that shows the scenarios and what actions you would take based on your internal processes.

Your have received Appointing Authority or Delegate Approval Prior to Creating Requisition and they only need to be notified and do not need to approve in the system

Action :
No further action needed as long as they were input as Appointing Authority/Delegate when you began requisition. You can proceed to the next step.

Your Appointing Authority or Delegate needs to Approve Requisitions in the system when you create a new requisition

Action :
Follow Step 2A on next page to add them as an approver. After that you can proceed to the next step.

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CREATING A NEW JOB REQUISITION

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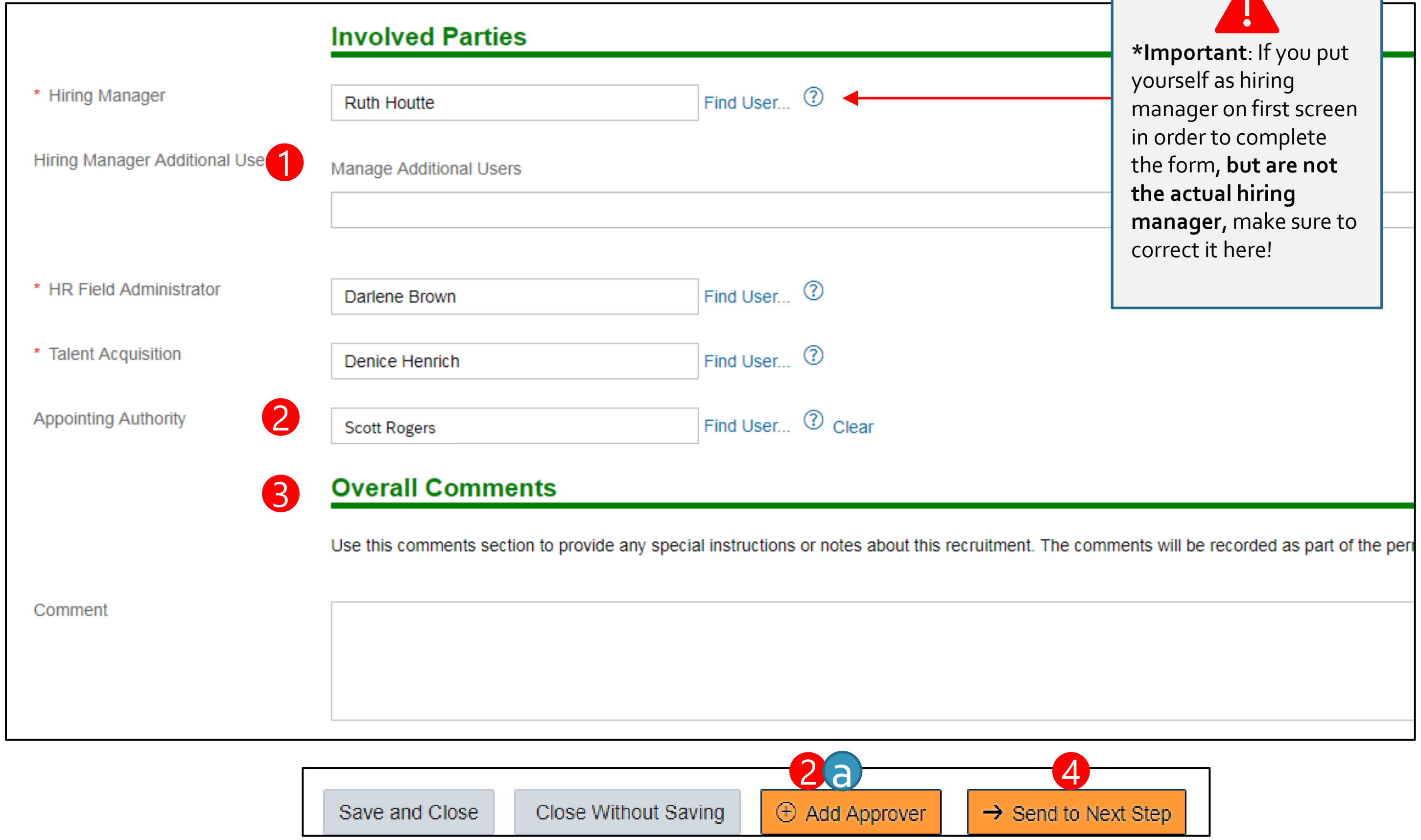
Completing Position Details, Continued



***Important**: If you put yourself as hiring manager on first screen in order to complete the form, **but are not the actual hiring manager,** make sure to correct it here!

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1) The Involved Parties information will pull in from the previous page. If an error was made you can correct it on this page. Be sure the hiring manager, HR Field and Talent Acquisition information is correct. The hiring manager can add **additional users** who will have authority to manage the requisition even if they do not have the hiring manager role. This *will not* add them to the approval path and they *will not* receive notifications on the requisition.

2) **Based on the scenarios on the previous page**, if the Appointing Authority only needs to be notified and doesn't need to approve in the system, you can proceed to next step. The Appointing Authority will receive an email indicating that a requisition has been submitted. No action will need to be taken by the Appointing Authority.

   2a.) If your Internal Business Process requires the Appointing Authority to approve the new requisition in the system, you will need to add them to the approval workflow by clicking "add approver" before sending to next step

3) The Overall Comments box can be used as open text. Any information that needs to be added can be placed here. ***You can put information such as your job posting overview or the Time and Labor Data for this position (if you have it), etc.***

4) Once all information is entered press "Send to Next Step" at the bottom of the screen. NOTE: If you overlook a required field you will receive an error notification advising where the error was made. Errors will need to be corrected before you can send to the next step.

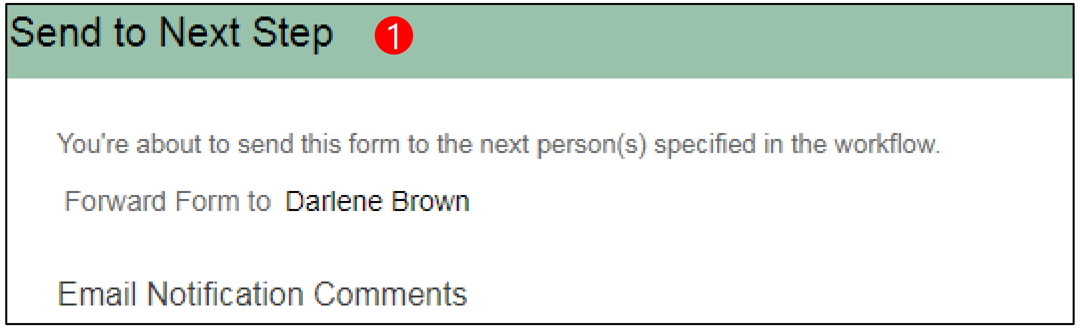
CREATING A NEW JOB REQUISITION

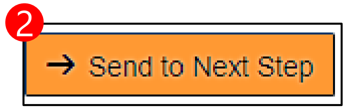
Sending Requisition to Next Step

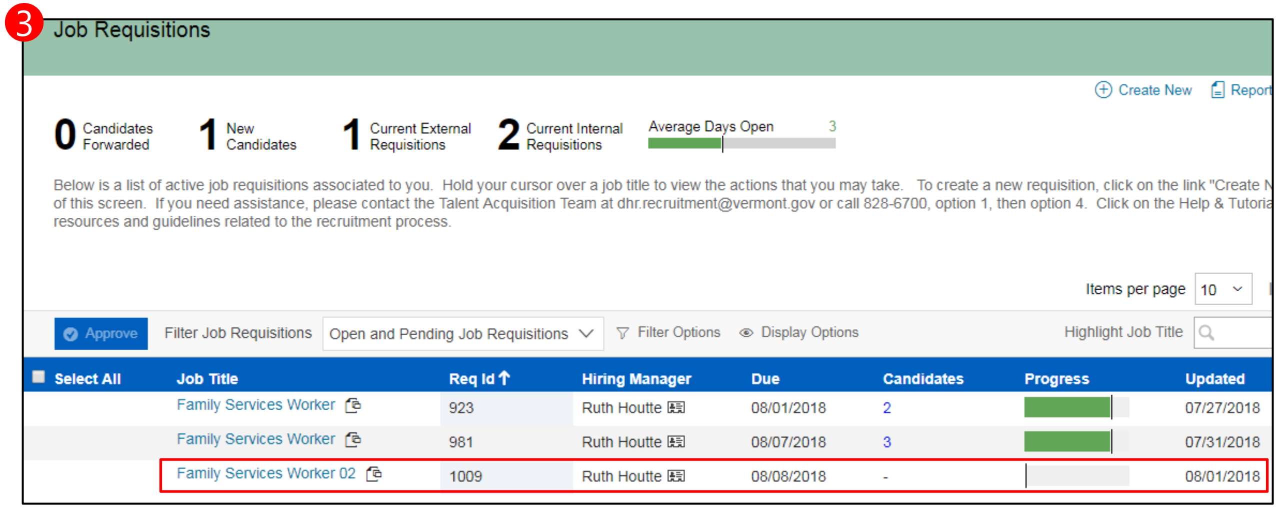
1 This will bring you to the next screen which will confirm that you are sending the requisition to your Field HR Representative.

2 Press **“Send to Next Step”** at the bottom of the page.

3 You will return to your dashboard page where you can view the requisition.







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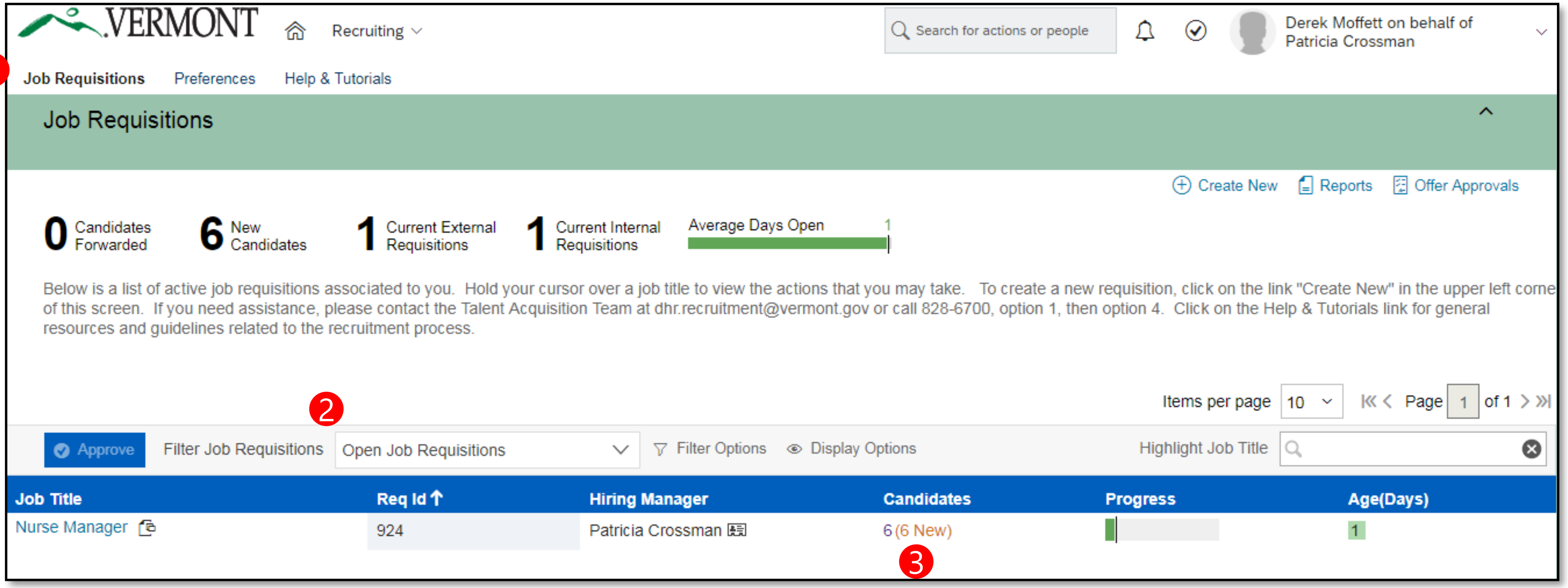
REVIEWING CANDIDATES AND USING THE RESUME VIEWER

REVIEWING CANDIDATES AND USING THE RESUME VIEWER

Job Requisition Dashboard



1. To review your candidates, you will first need to navigate to your open job requisition from the Job Requisitions page

2. Filter Job Requisitions: Edit this dropdown to show "Open Job Requisitions." Your page will refresh and display your posted, open job requisitions.

3. The total of number of candidates is displayed as a link – clicking this link will bring you to the list of applicants for your requisition (see screenshot on next page).

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REVIEWING CANDIDATES AND USING THE RESUME VIEWER

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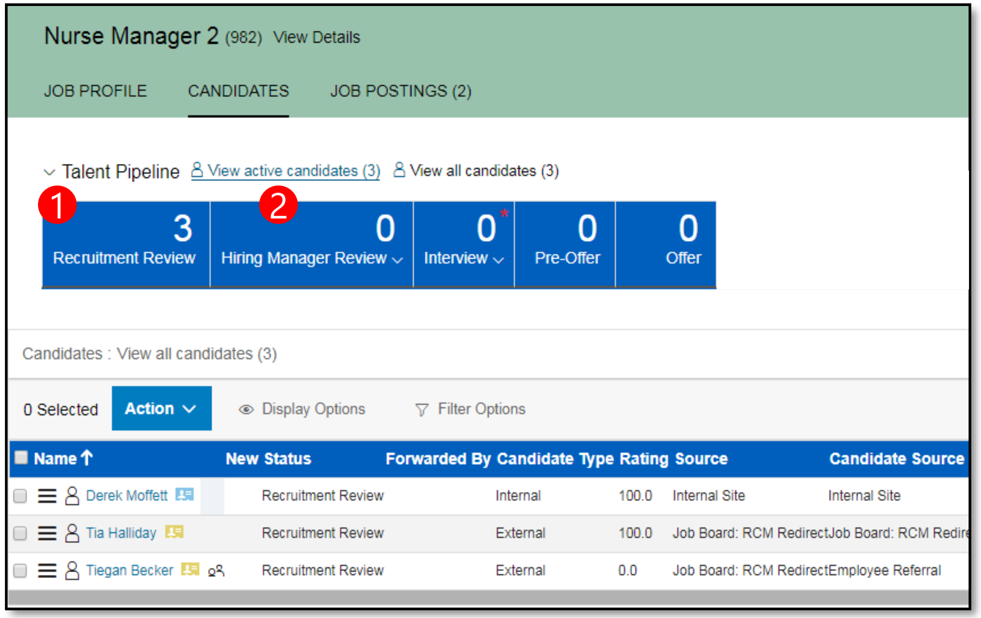
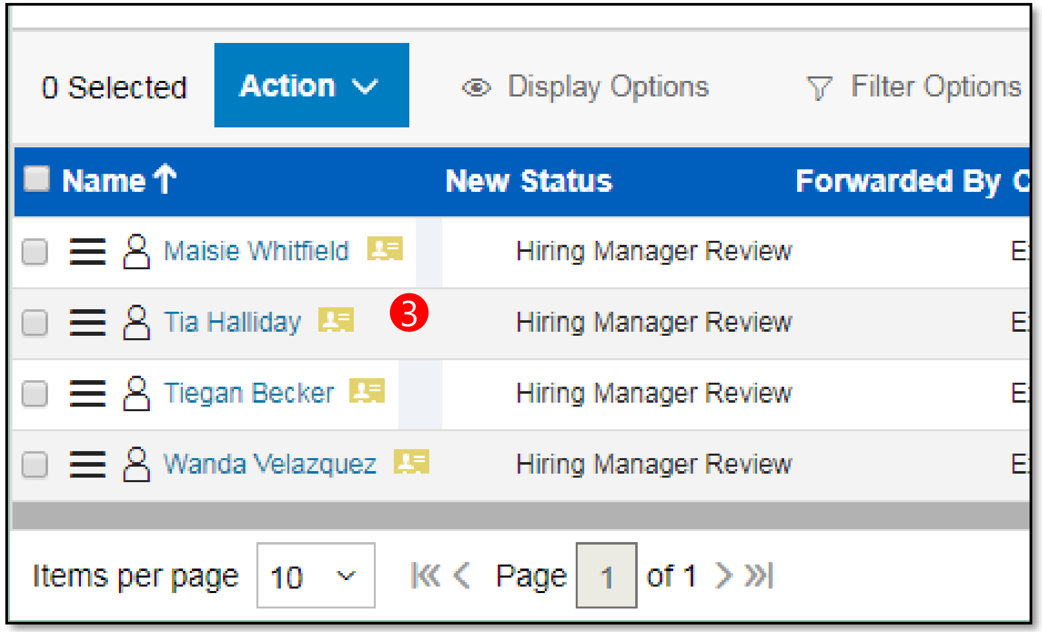
Job Requisition Dashboard

1 Recruitment Review: Applicants in this status have been screened by Recruitment. You can preview applicants in this status, but cannot take action on an application until they are in Hiring Manager Review status. Candidates are moved from Recruitment Review to Hiring Manager Review after the application deadline.

2 Hiring Manager Review: Click on this status to display candidates who have been screened by Recruitment and can be contacted and interviewed. Let's take a look at candidates in Hiring Manager Review status. There are multiple ways to review applications, resume, and cover letters.

3 Review an Individual Candidate: Click the name of the candidate you want to review, and you will be brought to a page that opens to their full application.





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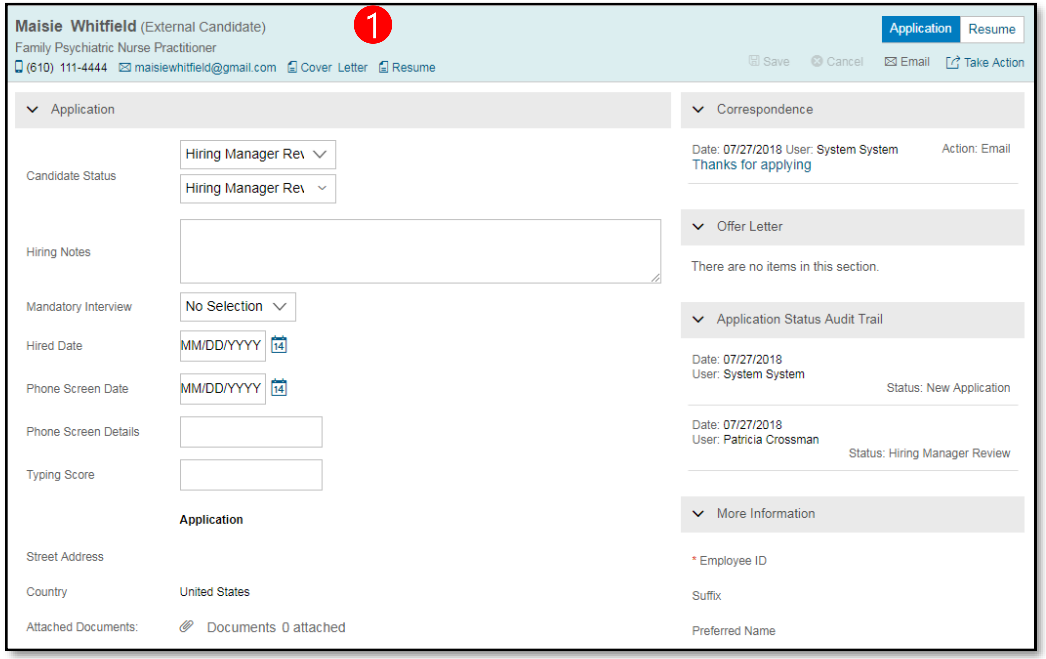
REVIEWING CANDIDATES AND USING THE RESUME VIEWER

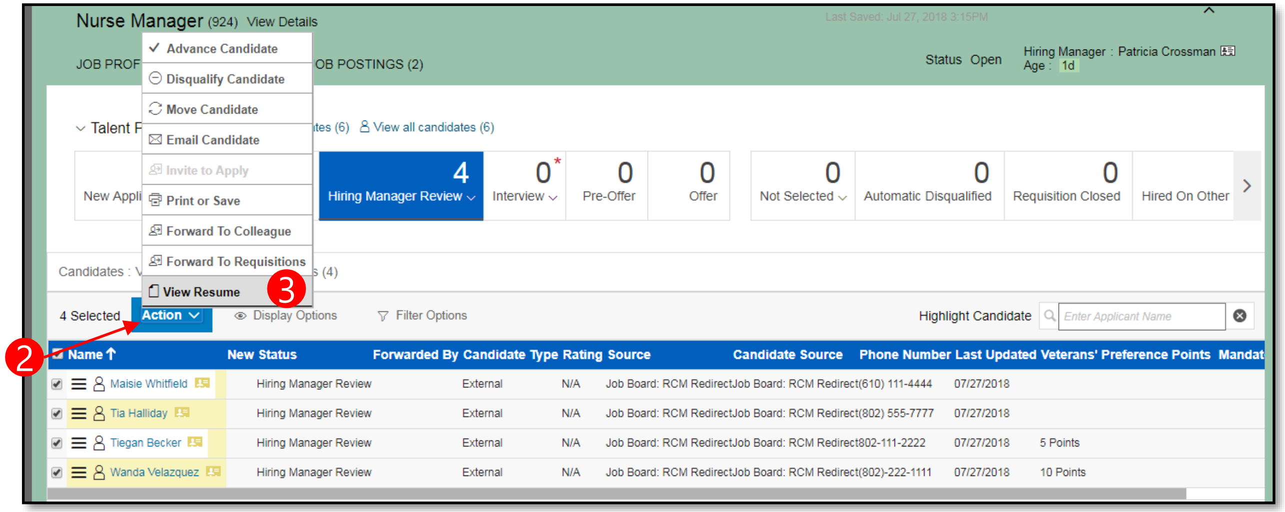
Reviewing The Candidate Application and Profile Page

1 Links to the resume and cover letter

2 You can also view multiple resumes at one time. Check the box next to the "Name" column to select all applicants in that status and select the blue "Action Button"

3 Select "View Resume"

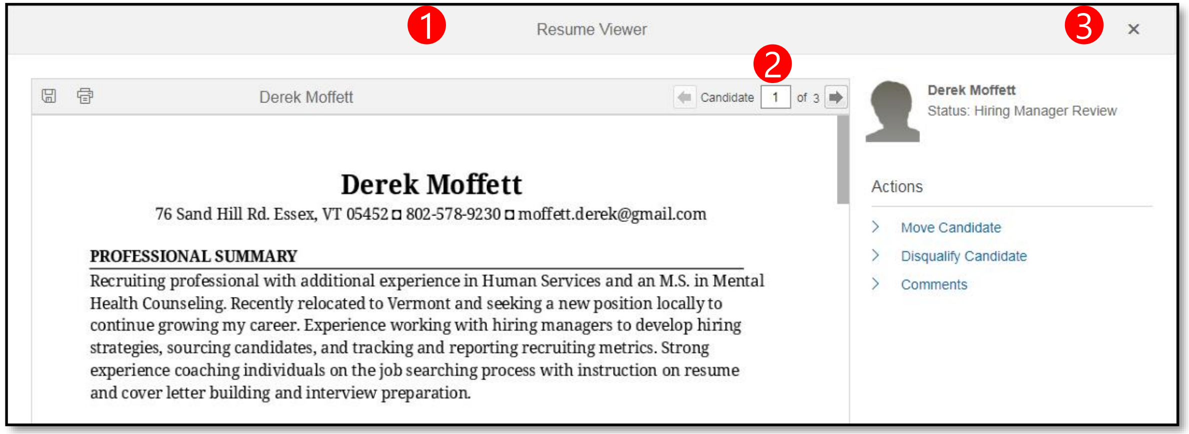


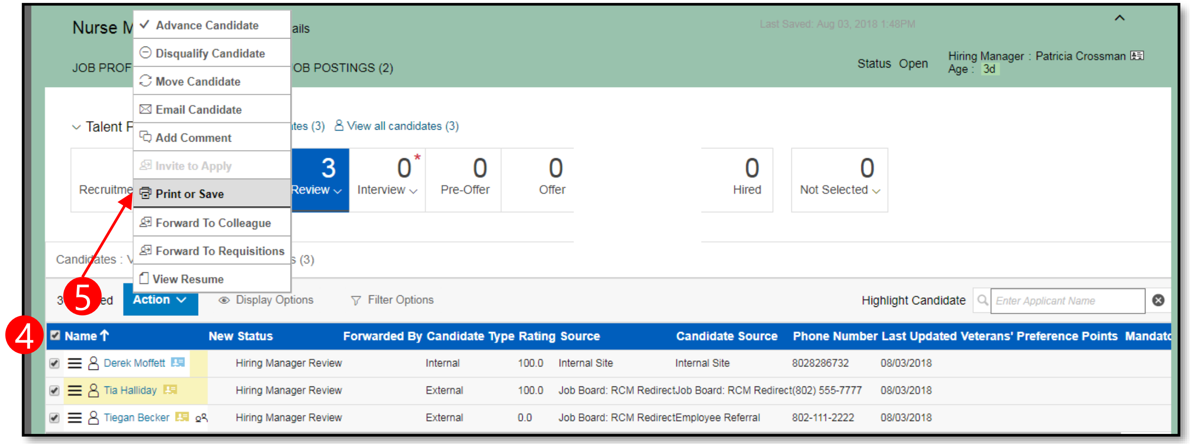


REVIEWING CANDIDATES AND USING THE RESUME VIEWER

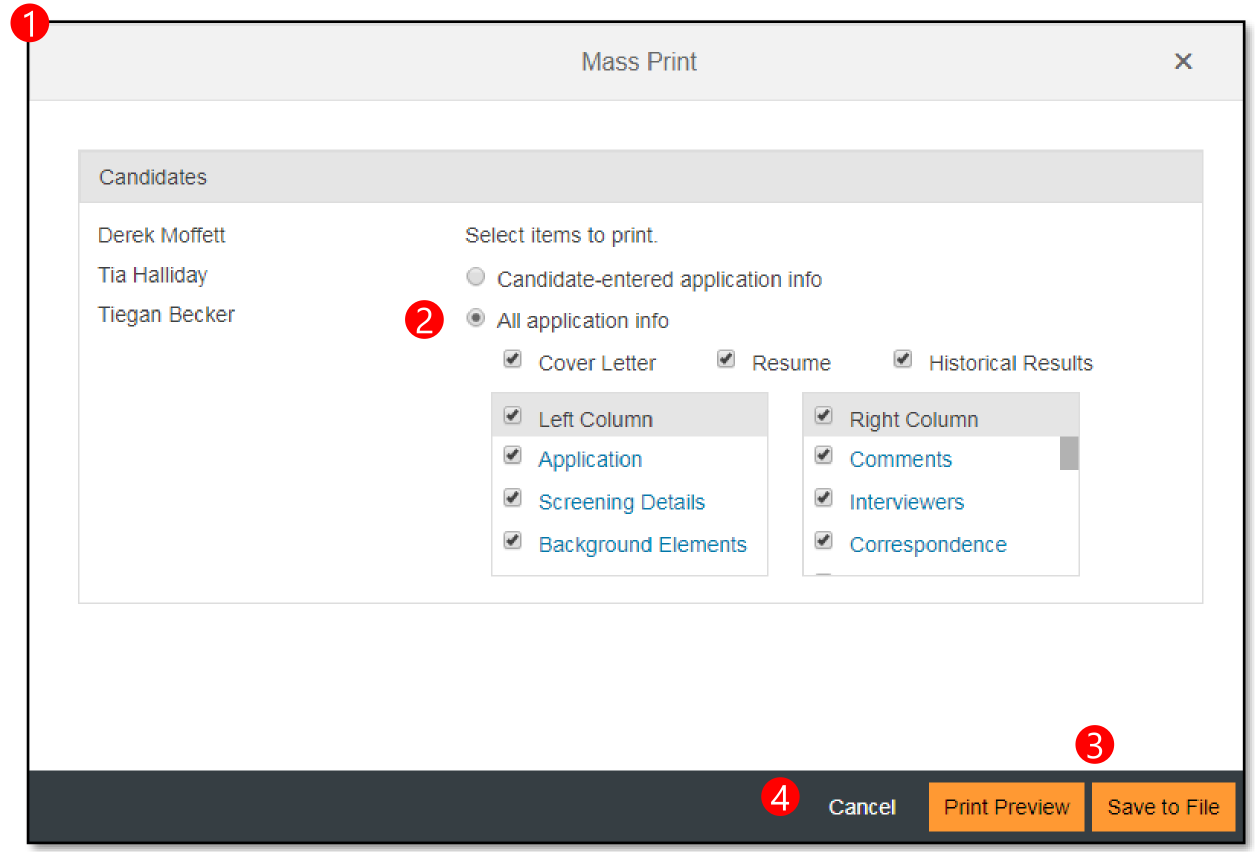
Resume Reviewer and Saving Applicant Info

1. The "Resume Viewer" will pop-up on your screen
2. Switch between resumes using these "previous" and "next" buttons.
3. Click the X in the top right corner to return to your job requisition.
4. You can also print all application materials. Check the box next to the "Name" column to select all applicants
5. Click the blue "Action" Button and Select "Print or Save." You can Print *and* Save in this option.





Mass Printing of Resumes and Application Info

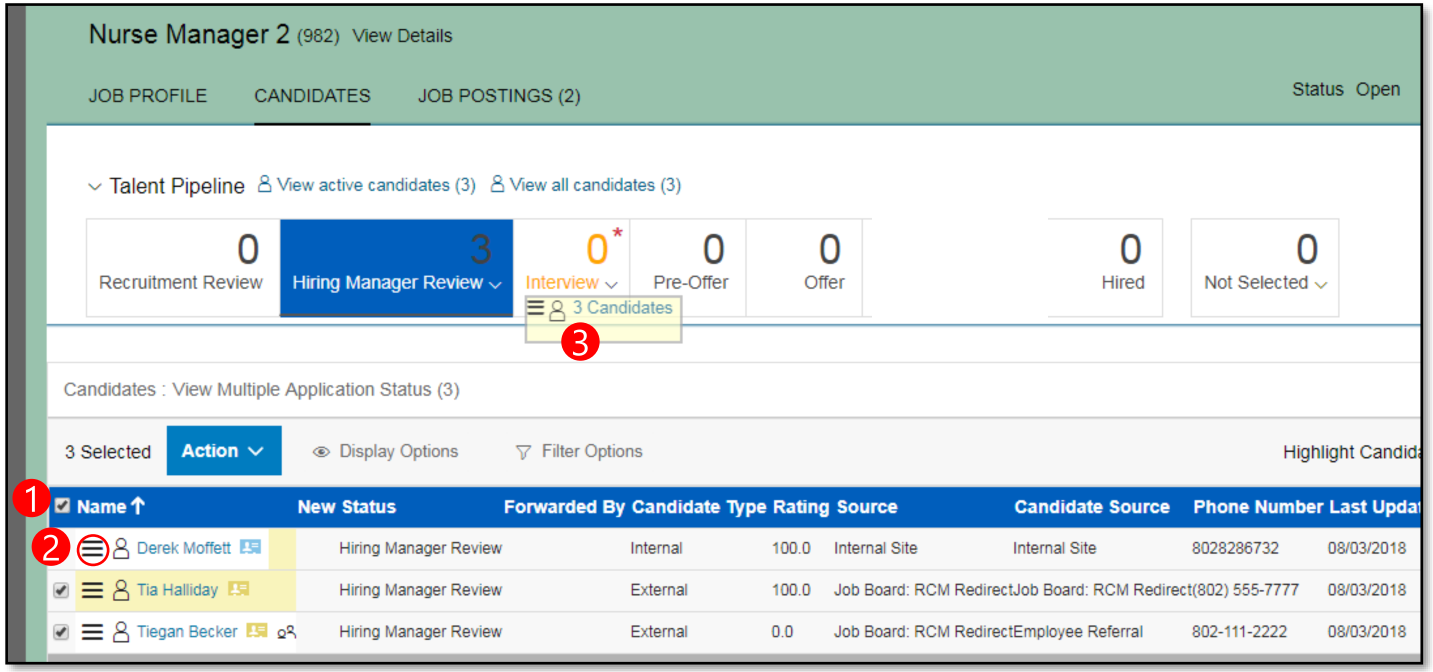


1. The "Mass Print" box will pop-up on your screen:
2. All application info is selected as the default option. If you only want to view certain parts of each application, you can select and unselect each option. For optimal readability, we recommend unchecking the "Right Column" Information unless required.
3. Select Print Preview to print all application information or Save to File to download to your computer. This will download as a folder containing separate PDFs for each applicant. Each PDF contains their full application, resume, and cover letter.
4. Click cancel to close the pop-up.

METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

Method 1: Drag and Drop



As candidates progress through the recruitment process, their status needs to be updated in SuccessFactors. You can also create comments and tags on candidate profiles.

There are multiple options to move candidates from one status to another.

Method 1 – Drag & Drop:

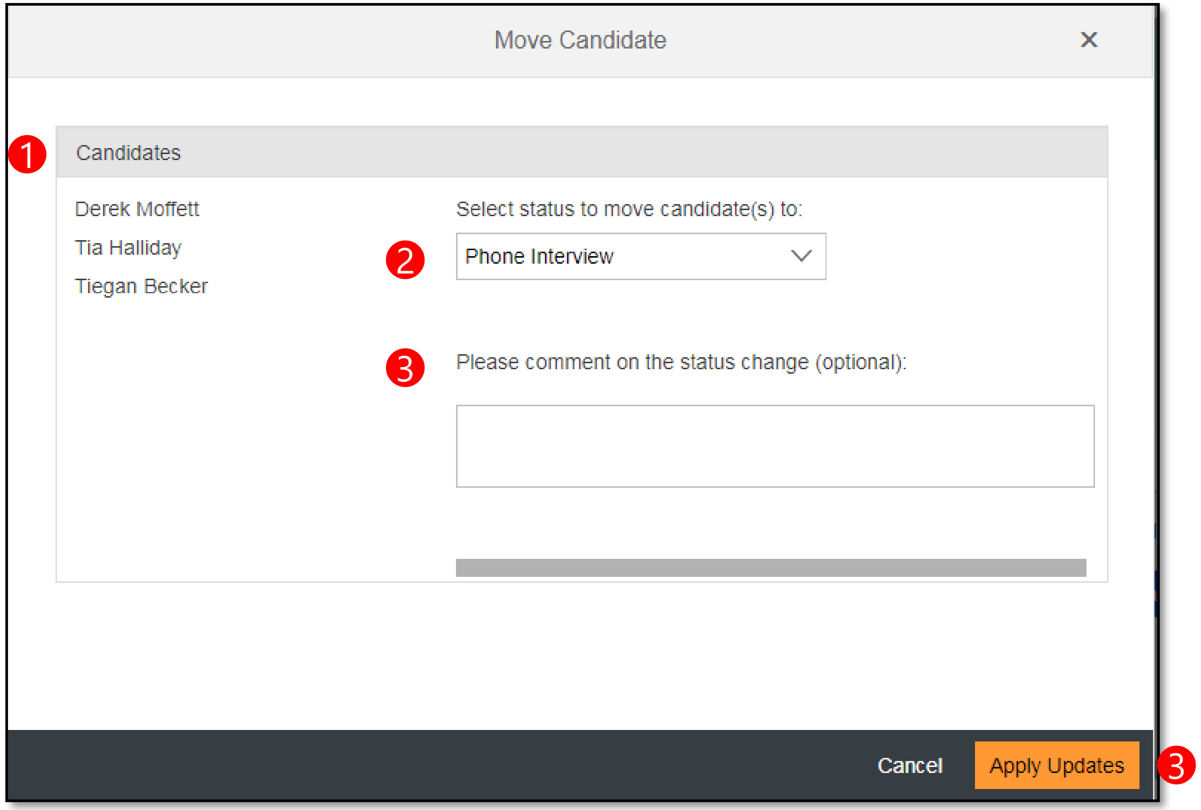
You can use this method to move either an individual candidate or a group of candidates from one status to another:

1. Select the box at the top of the "Name" column to select all candidates (skip to step 2 if moving an individual candidate)
2. Click and drag the icon with 3 horizontal lines next to any of the selected candidates' names. If you are moving an individual candidate, click and hold the 3 horizontal line icon next to their name.
3. Drag the candidates to the appropriate status "bucket"

A "Move Candidate" box will appear on your screen (see next screenshot)

METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

Method 1: Drag and Drop



1. The left side of the box will display the names of **candidates you are moving**
2. Use the **dropdown** to select the appropriate sub-status (in this example, we are moving candidates to the "Interview" status which has three sub-statuses – Phone Interview, 1st Interview, and 2nd Interview)
3. You can **add comments** here if necessary (e.g., "These candidates will be scheduled for phone interviews next week.")
4. Click **"Apply Updates"** to enter & save the status change

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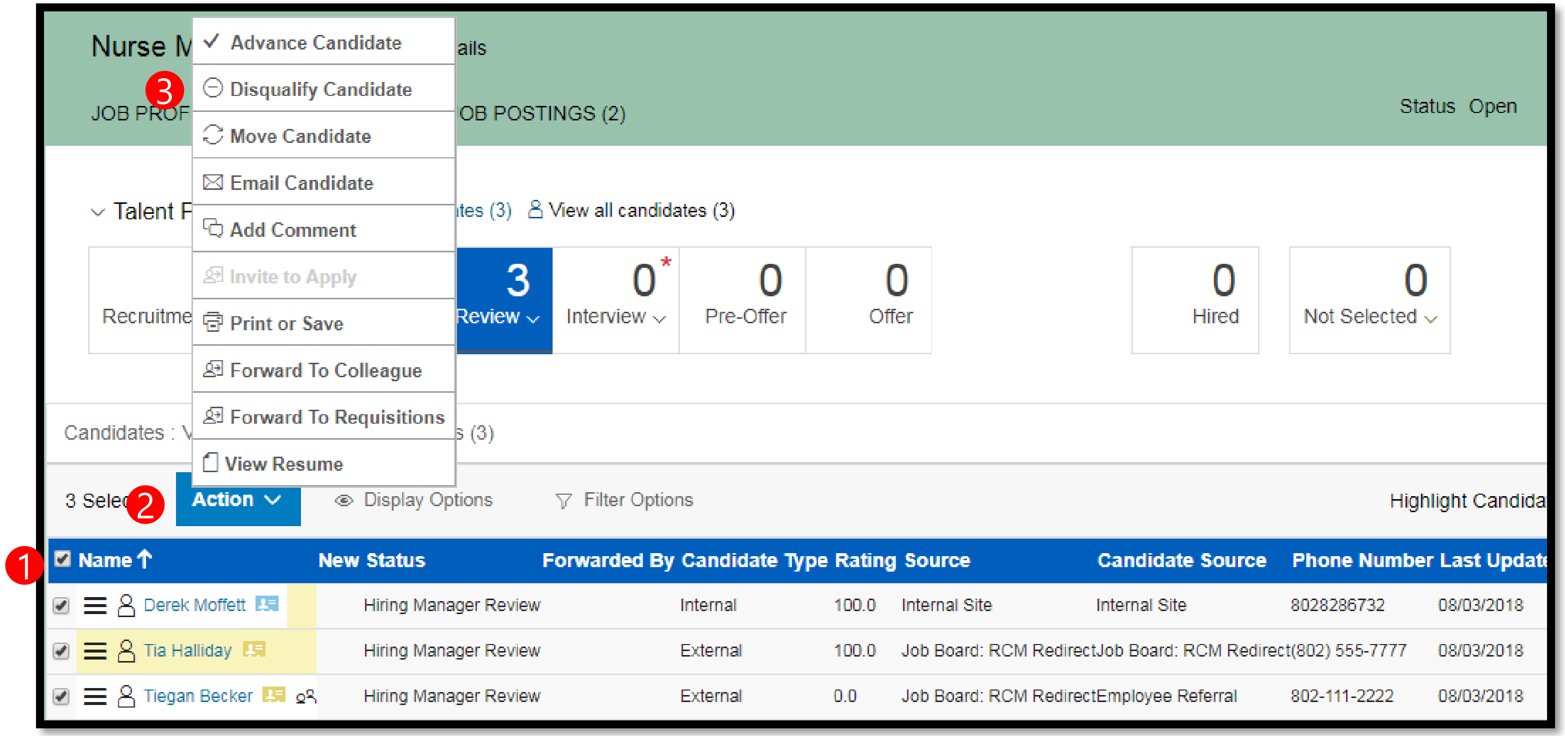
METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

Method 2: "Action" Dropdown



You can use this method to move either an individual candidate or a group of candidates from one status to another:

1 To move all candidates – select the box at the top of the "Name" column. If you only want to move 1 candidate, select the box next to their name.

2 Hover your mouse over the "Action" dropdown.

3 Select the appropriate action for the candidate(s) you are moving. Each action will cause a new box to appear on your screen, similar to the "Move Candidates" box.

1. **Advance Candidate** will move candidates to a new sub-status within the same status (e.g. These candidates are in the Hiring Manager Review status. They can be moved from here into "Well Qualified or "Highly Qualified" sub-statuses)
2. **Disqualify Candidate** will move candidates to the Not Selected status. You will have to select a rejection reason, and a rejection letter will automatically be sent to the selected candidate(s). If you are rejecting a group of candidates in one action, the same rejection reason must apply to all candidates
3. **Move Candidate** will advance candidates to a new status

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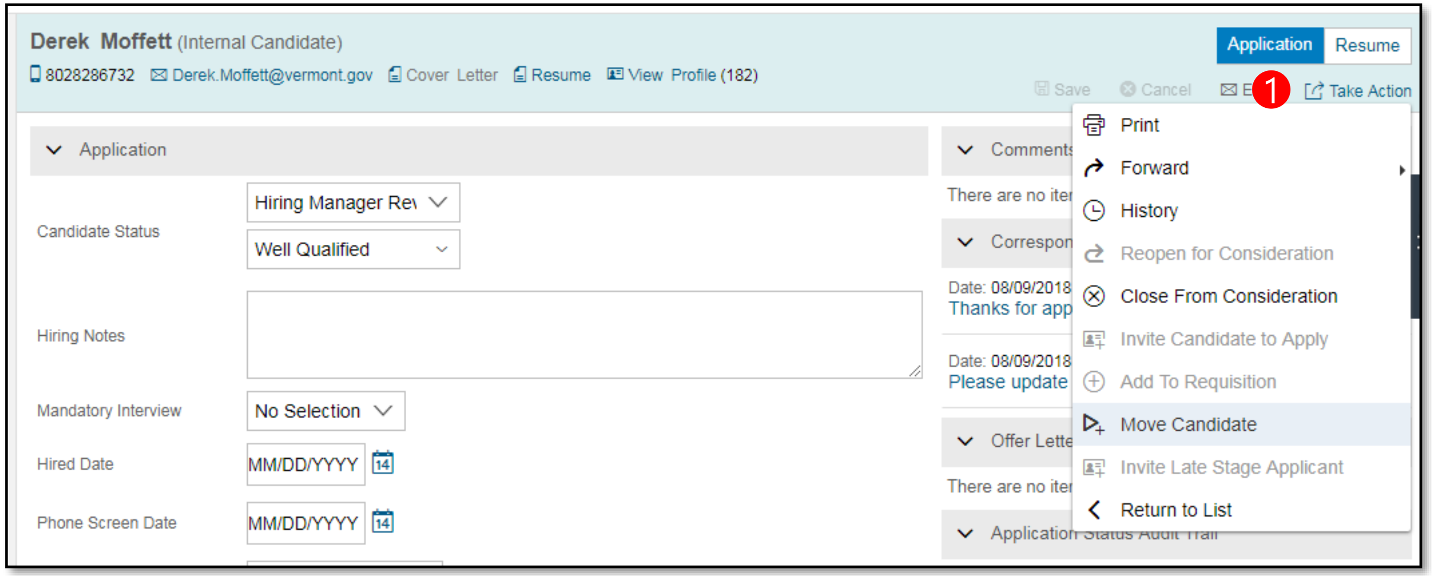
METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

Method 3: Take Action From Applicant Profile



You can use this method to take action on an individual candidate directly from their profile. To get to a candidate's profile, **click their name on the candidate list:**

1. Near the top-right corner of the candidate profile, click the "Take Action" link and a list will appear with the actions you can take on that candidate. You have the options to move the candidate to a new status, or to close them from consideration.

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METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

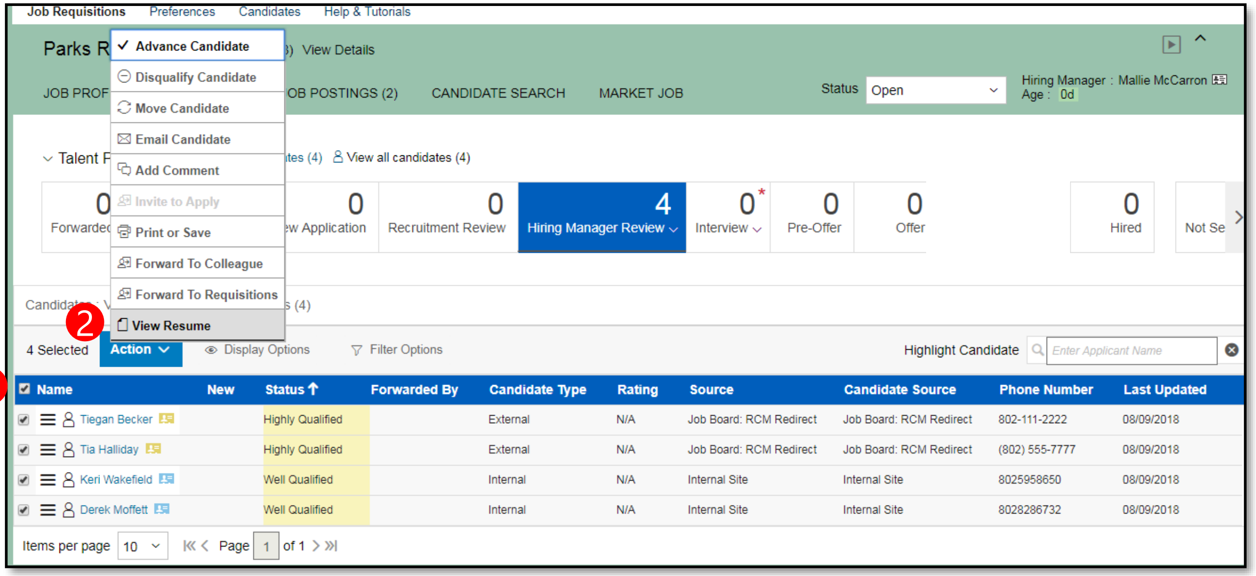
Method 4: Moving Candidate from The Resume Viewer

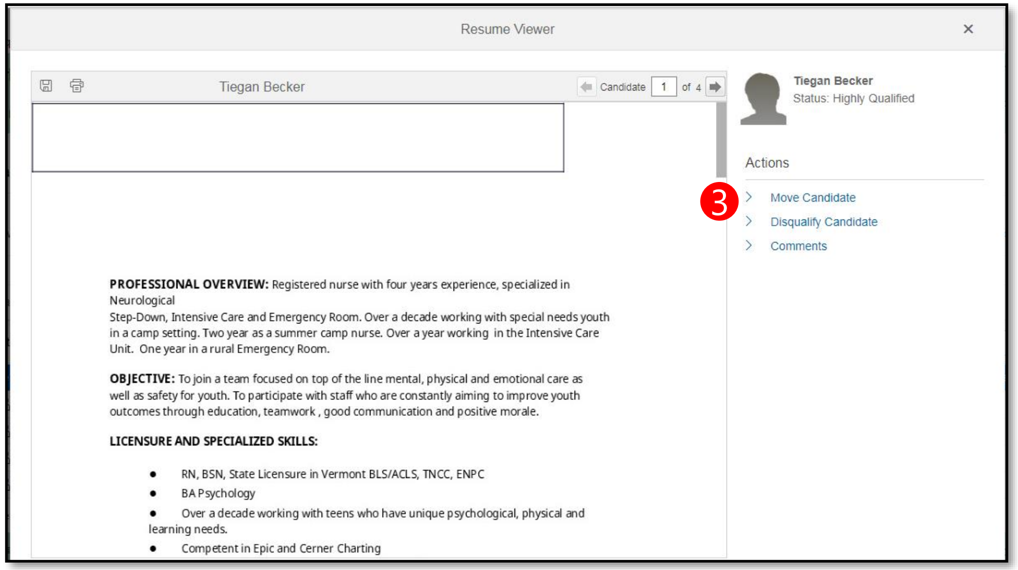
You can also move candidates directly from the Resume Viewer. The next section will explain in more details all the great functionality of the Resumé Viewer.

1 Click the box at the top of the "Name" column to select all candidates

2 Hover over Action Button and click **"View Resume"** to open to Resume Viewer

3 Select **"Move Candidate"** to advance the candidate to a new status, or **"Disqualify Candidate"** to remove them from consideration.





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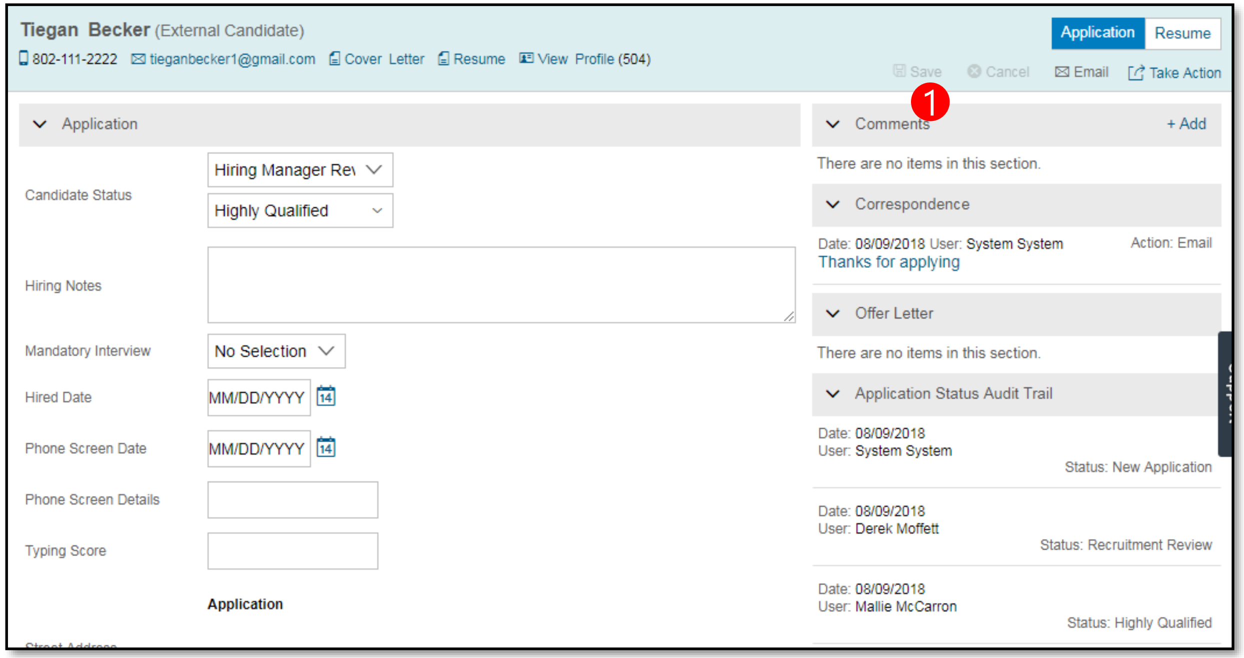
METHODS OF MOVING CANDIDATES THROUGH PIPELINE & COMMENTING

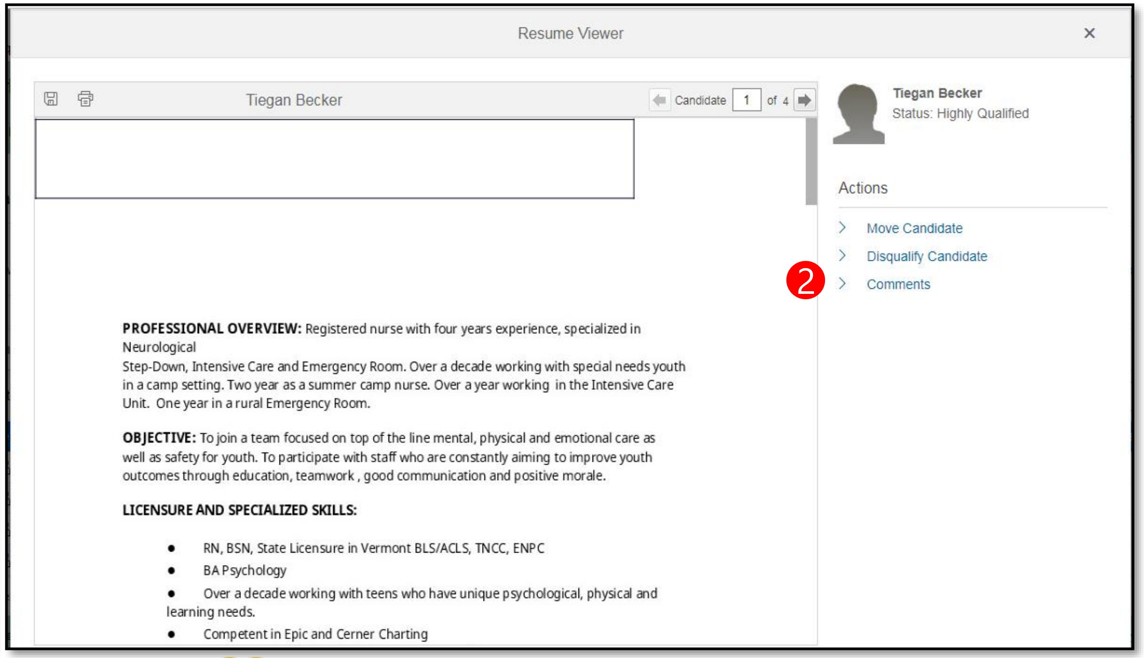
Adding Comments to Candidates

Another feature of SuccessFactors is the ability to add comments to candidates. There are two ways to add comments.

1 You will see the Comments section near the top right corner of the candidate's profile. **Click the "+Add" link** to add a comment about the candidate.

2 Click the Comments links to add comments to a candidate directly from the Resume Viewer.





UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

Responsibilities within the Talent Status Pipeline

We will review all of these Pipeline Statuses in the following pages, but this will give you a guide on who is responsible to manage candidate actions within each status.

Pre-Offer:
Hiring Manager ("HM") submits a notice to applicant to update application for tax compliance and criminal history declaration, as required. When the applicant has submitted the info, Field HR reviews and follows up with HM if there are any issues. A

Ready to Hire: After Field HR has validated tax compliance and reviewed criminal history declaration, they notify the HM that they can proceed with conditional verbal offer. If you have agency/departmental specific background checking that you do, you should keep them in this status until those checks are satisfactorily completed. B

Offer:
Do not move into offer until all of your Department level background checks are completed.
After the HM and applicant have talked, the HM notifies Field HR to proceed with a formal written offer by moving them in to this status. C

Hired:
Field HR moves them to Hire after candidate accepts offer and ensures all new hire data is accurate. This will:

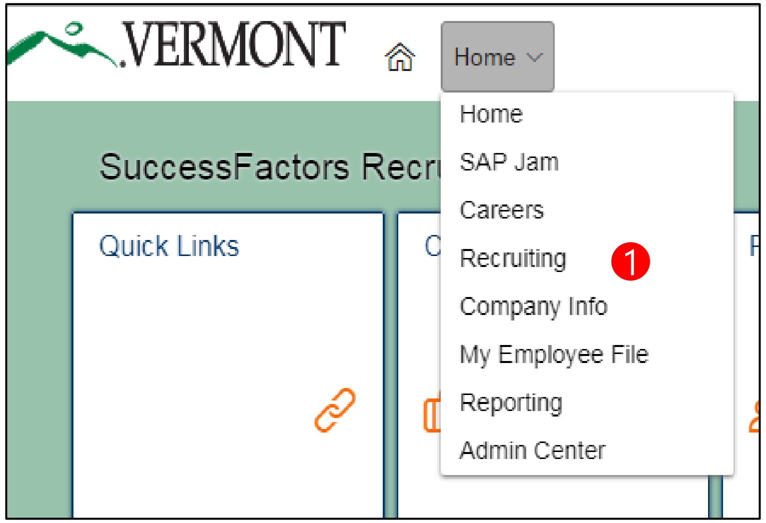
1. Close the requisition if number of hires equals number of openings on requisition
2. Send new hire data over to VTHR D

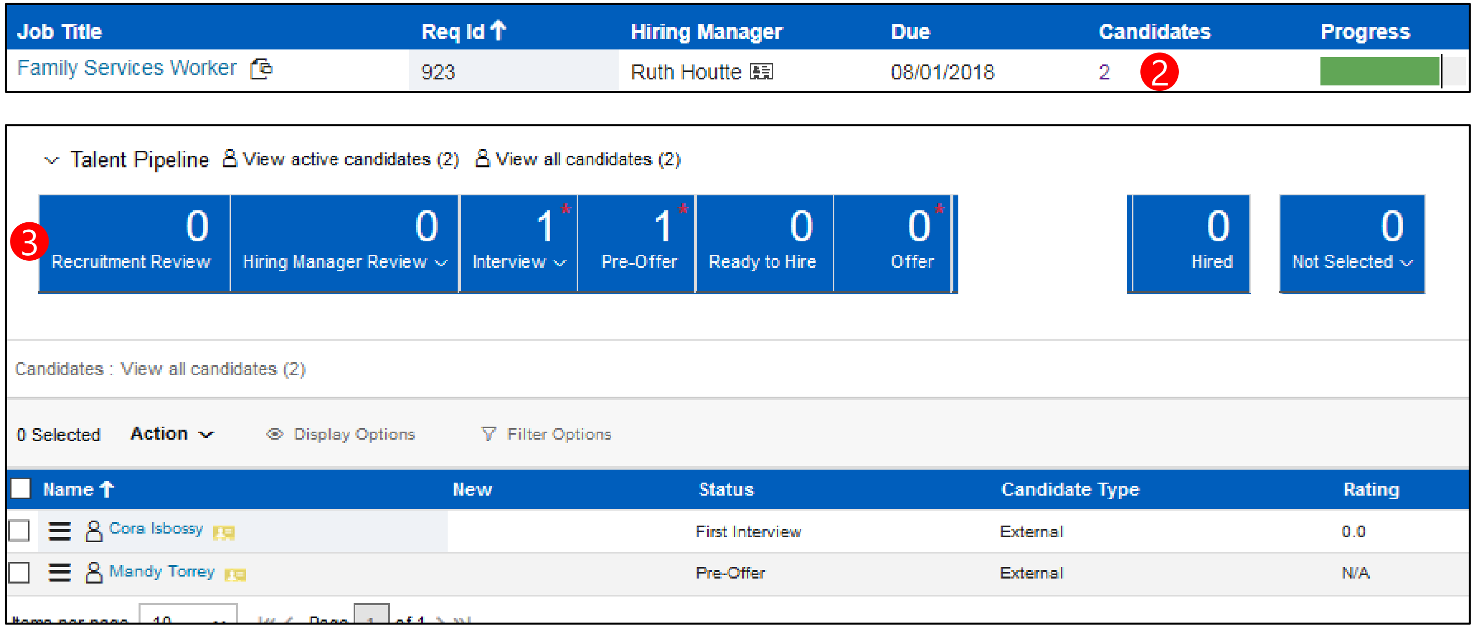
UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

Navigating to Candidate Lists

NOTE: Please see the next 2 sections on moving candidates through the pipeline: "Methods of Moving Candidates Through Pipeline & Commenting" and "Reviewing Candidates and Using the Resume Viewer"

1. Go to "Home" at the top of the screen and select "Recruiting"
2. Click on the number of candidates in the requisition to review
3. You are now displaying the candidate list and hiring statuses.





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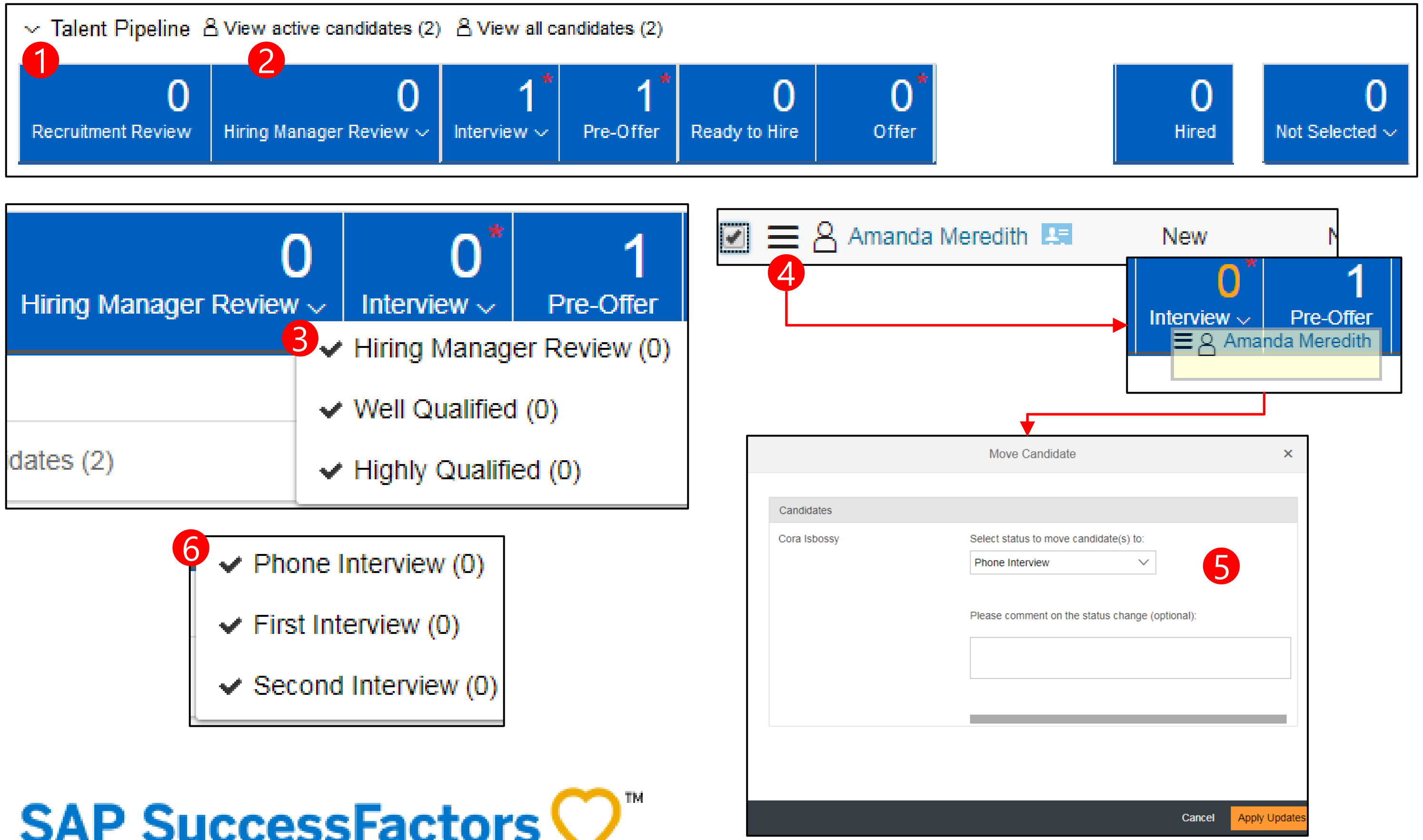
UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

Candidate Review and Interviewing Statuses



1) **Recruitment Review:** Candidates can be viewed in this status but no action is to be taken. Candidates are in this status during our mandatory 10 business day posting period.
2) **Hiring Manager Review:** Candidates will be placed in this status once the mandatory posting period of 10 business days has been reached. Candidates can be viewed and contacted while in this status.
3) You have the option to sort your candidates with the dropdown arrow in the Hiring Manager Review status.
4) After reviewing the candidates, you can drag and drop the candidates you wish to interview to the **"Interview" status.** Use dropdown to select type of interview (see step 6.)
5) **Interview:** Candidates will be moved to the interview status once an interview has been scheduled. Please note: a candidate must be in interview status in order to move them to the Pre-Offer/Offer status.
6) You have the option to sort the candidates in the Interview status to **Phone interview, First Interview or Second Interview** by using the dropdown arrow.

UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

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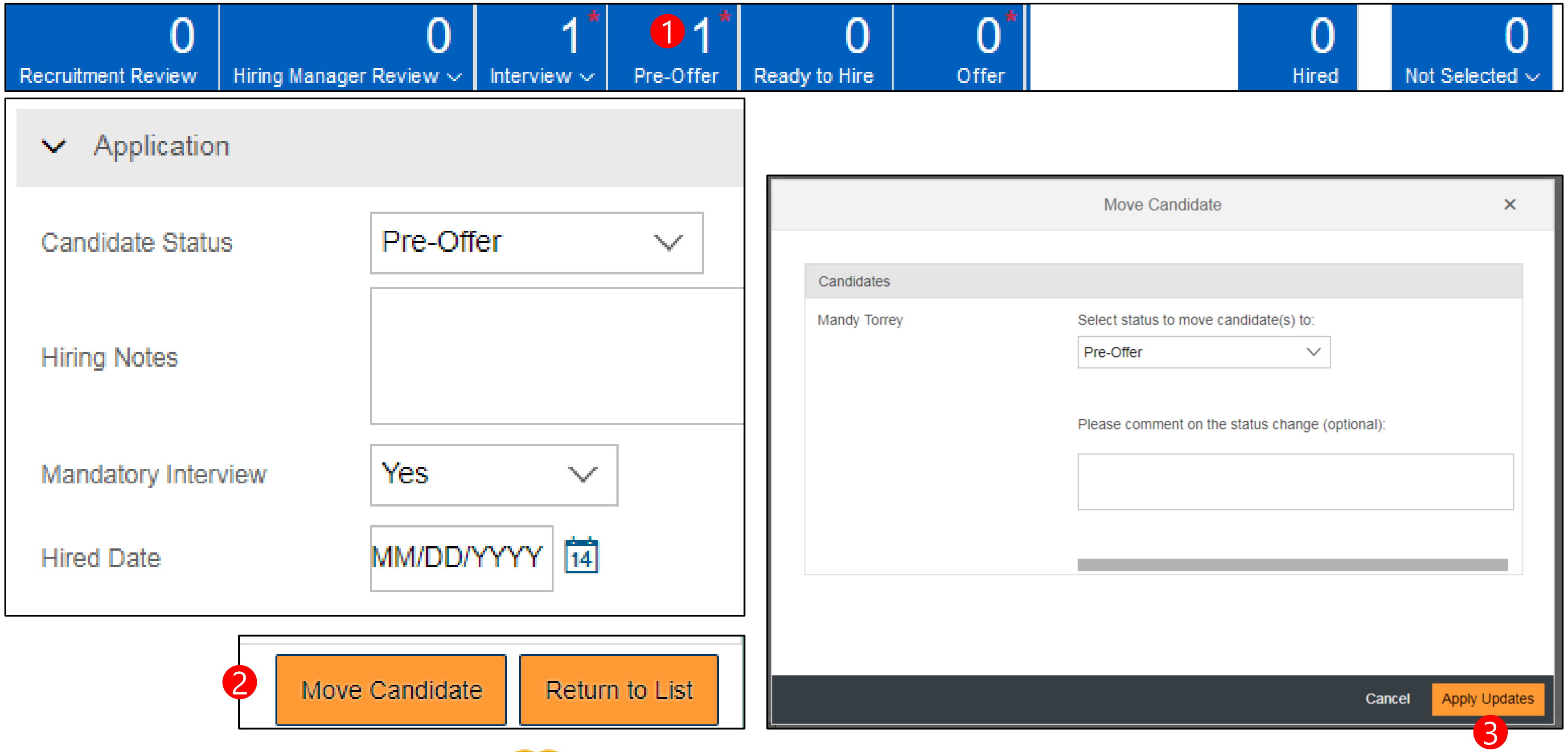
Moving to Pre-Offer Stage with Selected Candidate



1) When you have selected a finalist, move the candidate to the Pre-Offer Status.
2) In the application dialog box, click **"Move Candidate"**
3) In the Move Candidate Dialog box that will next pop up, you may add comments if you wish, and then click **"Apply Updates"** button.

The candidate will receive an email notification to update their application. The updated application will complete the candidate's Tax Compliance statement and Criminal History Declaration. Your Field HR Administrator will receive the applicant's updated application and notify you when you may proceed with next steps, by moving the candidate to the Ready to Hire status.

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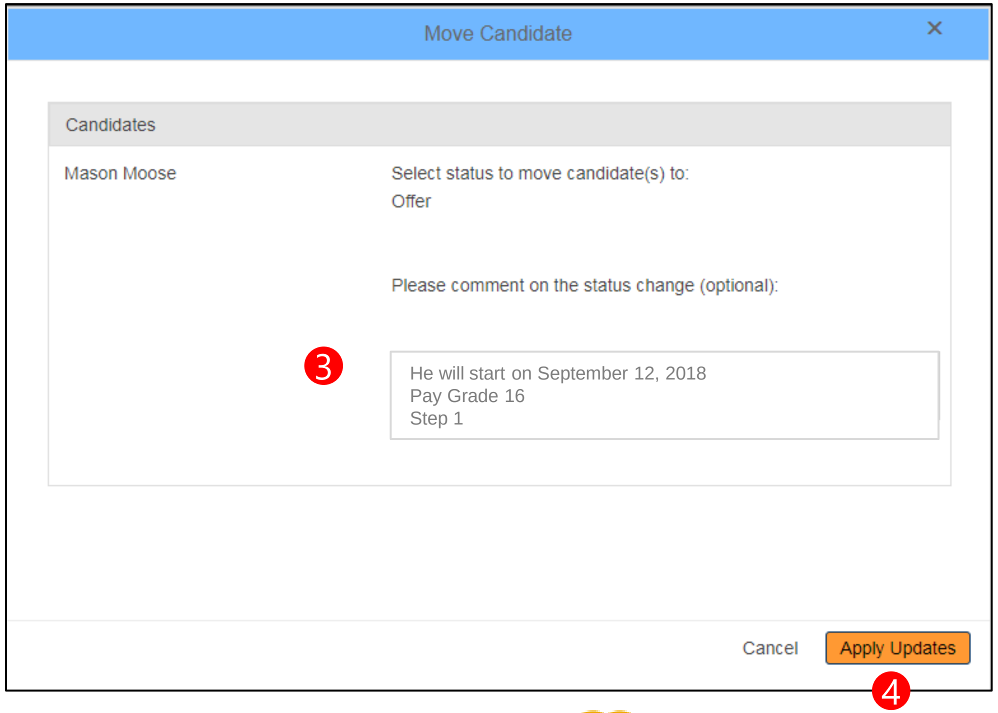
UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

“Ready to Hire” and “Offer” Stage with Selected Candidate



1) **Ready to Hire:** You will receive an email notification when the Field HR Administrator has moved the candidate to this status. This status means that you may proceed with a conditional verbal offer. If there is a pending hire-into-range request or departmental level background check you perform, leave the candidate in this status until those are completed. Once the candidate has accepted your verbal offer, you will move the candidate to the offer status.
2) **Offer:** Move the candidate to Offer status (drag and drop) to trigger your Field HR Administrator to submit a formal written offer to the candidate.
3) Enter comments to inform the Field HR Administrators of the details that need to be included in the offer letter, including:
    - Start Date
    - Pay Grade
    - Step
    - Any other vital details
4) Click “**Apply Updates”** to send.
5) Move all other candidates to “Not Selected” status. If you want to follow up directly with any candidate and do not want them to receive a system-generated rejection letter, choose "Other" as the Not Selected reason and add a comment with the reason and that you will follow up with the candidate offline.

UNDERSTANDING AND MANAGING TALENT STATUS PIPELINE

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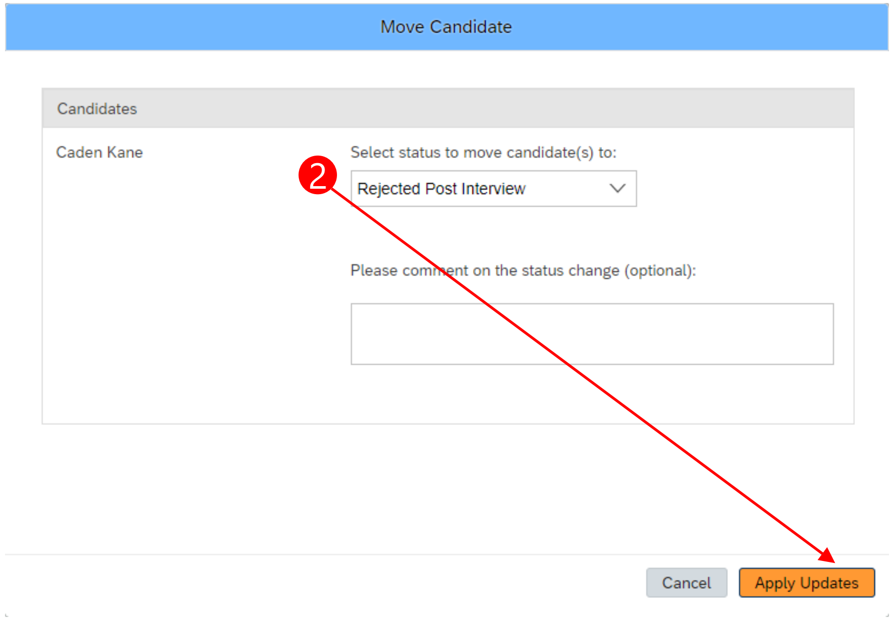
Disposition of Non-Selected Candidates

1 Move any candidate that you are not interested in pursuing to the "Not Selected" status.

2 Select a reason from the dropdown menu and click "Apply Updates" at the bottom of the screen. Candidates will receive a rejection notification email.



NOTES:

1. Hiring managers will not have access to the **"Offer or Hired"** statuses. These statuses are used by Field HR and Talent Acquisition.

2. Any candidate still in an active status (Recruitment Review through Offer) when the final candidate is moved into Hired status will automatically receive a letter stating the position has been filled.

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CORRESPONDENCE WITH CANDIDATES

CORRESPONDENCE WITH CANDIDATES

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Automated Correspondences

1 When you are moving candidates to "Not Selected" a new box will appear on your screen:

2 **The candidates you are taking action on** are shown on the left side of the box

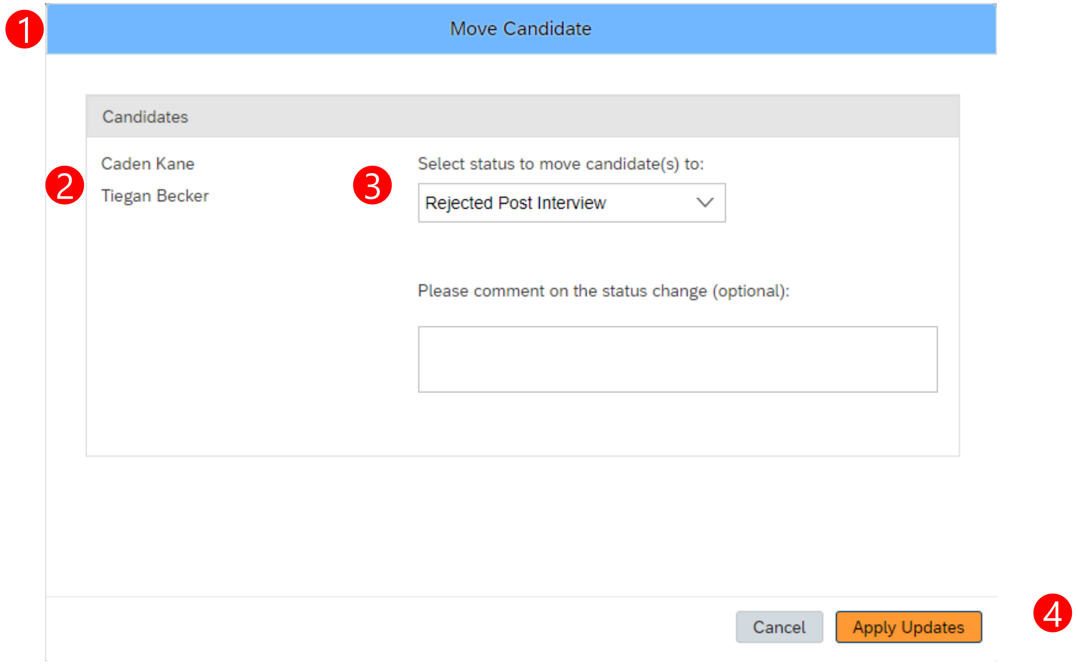
3 **Select a rejection reason** from this drop down. It is important that you select the correct reason, as there are different template letters for each rejection reason. The rejection reason you are selecting needs to apply to all candidates that you are taking action on.

4 **Click "Apply Updates"** to make the status change to "Not Selected." This will also trigger an automated rejection letter to the candidate.

About Correspondences

It is critical to communicate with your applicants throughout the hiring process to keep them informed of their status. You'll need to communicate with applicant to schedule them for interviews, to let them know if they are not being interviewed, to inform them of your decision after interviewing, to extend an offer, and possibly for other reasons.

There are 2 ways to send correspondences to candidates directly from your job requisition. For candidates you are rejecting, there are template emails that automatically send to candidates when they are moved to "Not Selected" status. **If you want to reject a candidate via a phone call or direct email, move the candidate to Not Selected status with the reason "Other"** and make a comment indicating the actual not selected reason and that you are following up with the candidate outside of the system. You can also manually send a template or customized email to a candidate directly from the job requisition at any point in the hiring process.



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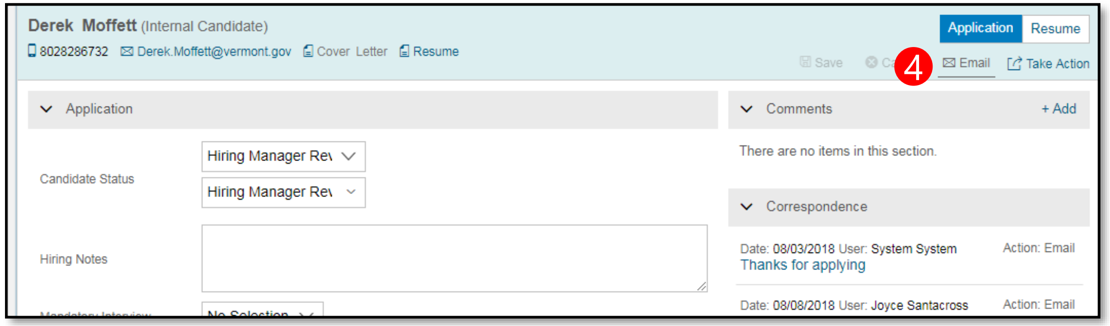
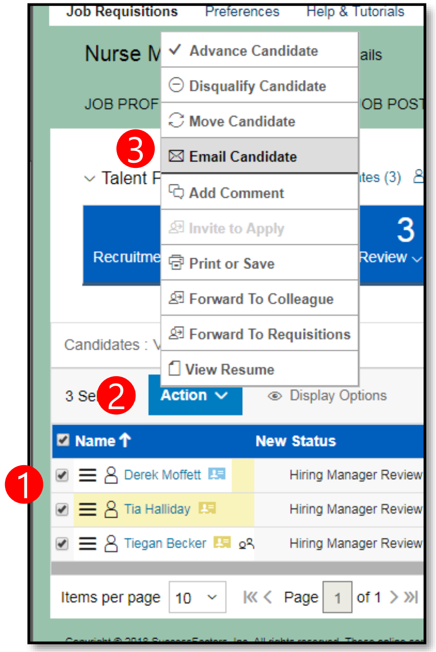
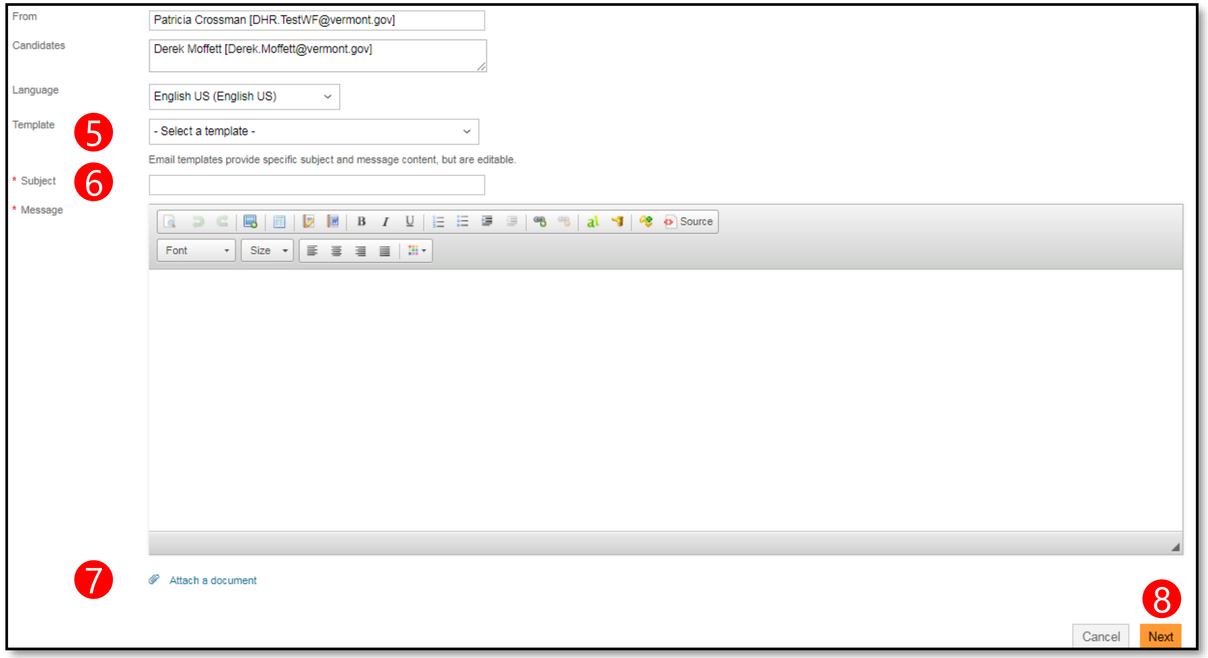
CORRESPONDENCE WITH CANDIDATES

Manual Correspondences







There are a couple of ways to send manual correspondence to candidates:

1. Select the candidate(s) you want to email.
2. Hover over or click the "Action" dropdown.
3. Click "Email Candidate"

OR

4. From a candidate's profile, **click the "Email" link** near the top-right corner of the profile.
5. You will be brought to a new page where you can select a template email to send OR draft your own correspondence. You have the option to **select a template** from the dropdown. If you select a template, this will also populate the subject line, however, both the template and subject line are editable
6. If you did not select a template, you will need to enter a subject line for the email.
7. You can also attach a document to your email.
8. Click "Next" to preview your email

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CORRESPONDENCE WITH CANDIDATES

Manual Correspondences

1 You will be brought to a new page that displays a preview of your email.

2 **Click "I'm Done"** to send the email. **Click back** if you need to edit your email, or **cancel** to go back to the requisition.

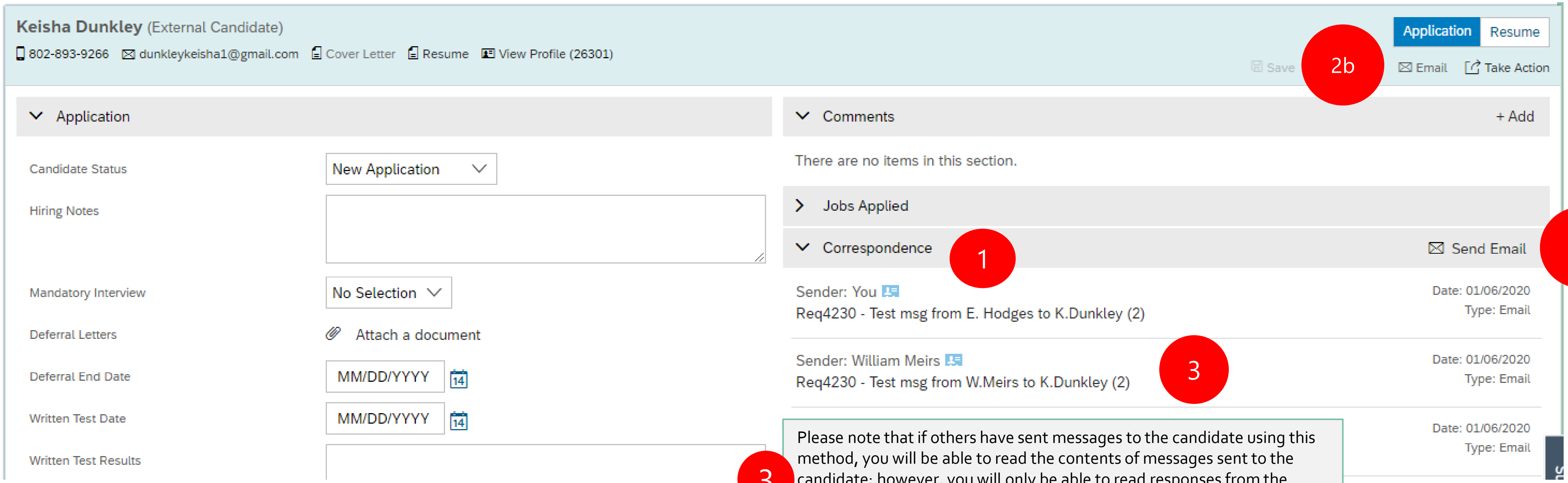
CORRESPONDENCE WITH CANDIDATES VIA MESSAGE CENTER

Message Center: Method #1

1 On the applicant profile, go to the “Correspondence” section.

2a **Click “Send Email”** to compose the email.

2b *or* **Click “Email”** to compose the email.



3 Please note that if others have sent messages to the candidate using this method, you will be able to read the contents of messages sent to the candidate; however, you will only be able to read responses from the candidate to your own messages. Responses from the candidate to others will be hidden.

CORRESPONDENCE WITH CANDIDATES VIA MESSAGE CENTER

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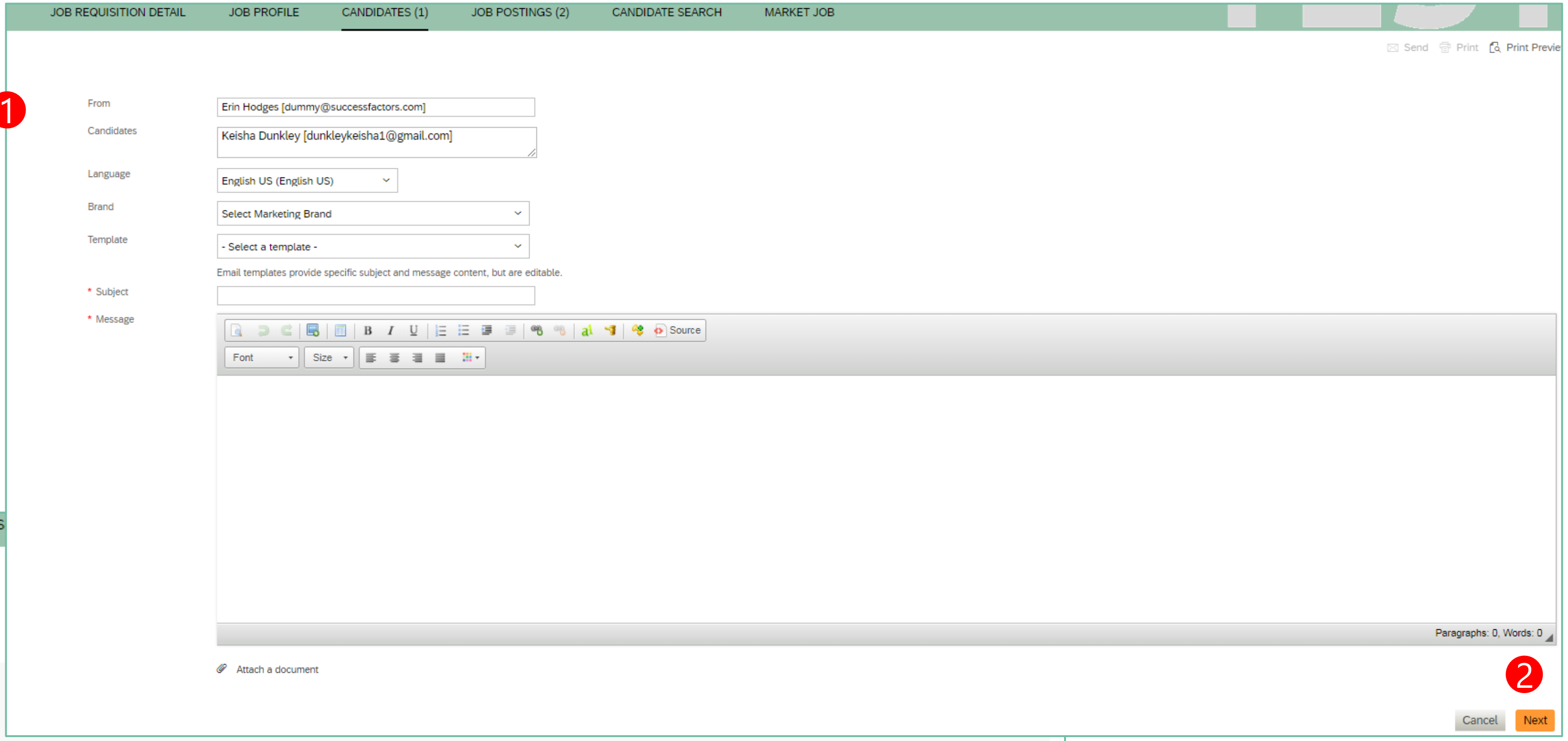
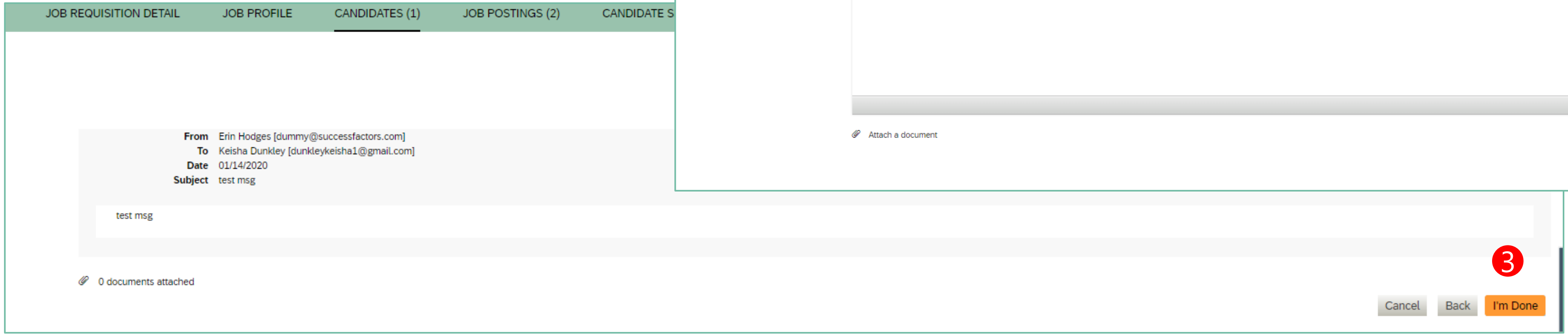
Message Center: Method #1 continued

1. You will be brought to a new page that displays a box to write your email.
2. Enter a subject line and compose your message to the candidate. When you are finished, **click "Next."**
3. Preview your message and **click "I'm Done"** to send the email. **Click back** if you need to edit your email or **cancel** to go back to the requisition.





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CORRESPONDENCE WITH CANDIDATES VIA MESSAGE CENTER

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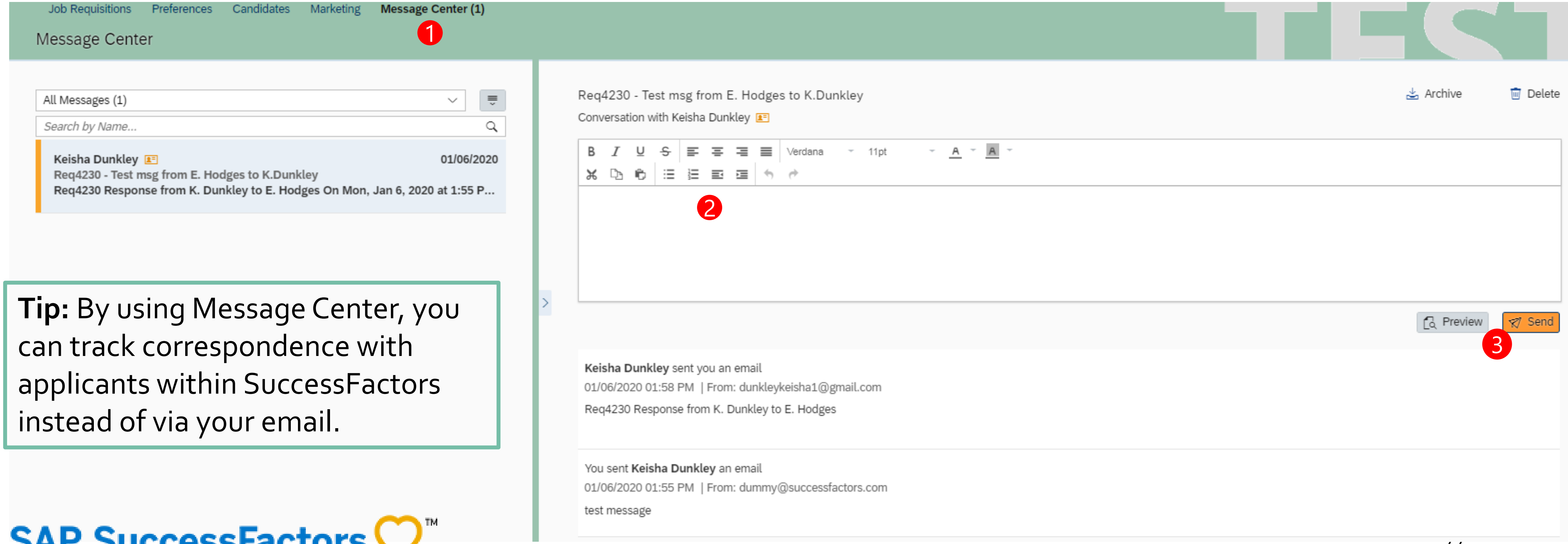
Message Center: Method #2

1. You can also send and receive messages to the applicant from the message center.
2. Enter your message to the applicant.
3. **Click "Preview"** or **"Send"** to send the email.



Tip: By using Message Center, you can track correspondence with applicants within SuccessFactors instead of via your email.

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ADDENDUM

Table of Contents

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ADDENDUM

Customizing Requisition Views Through Filters

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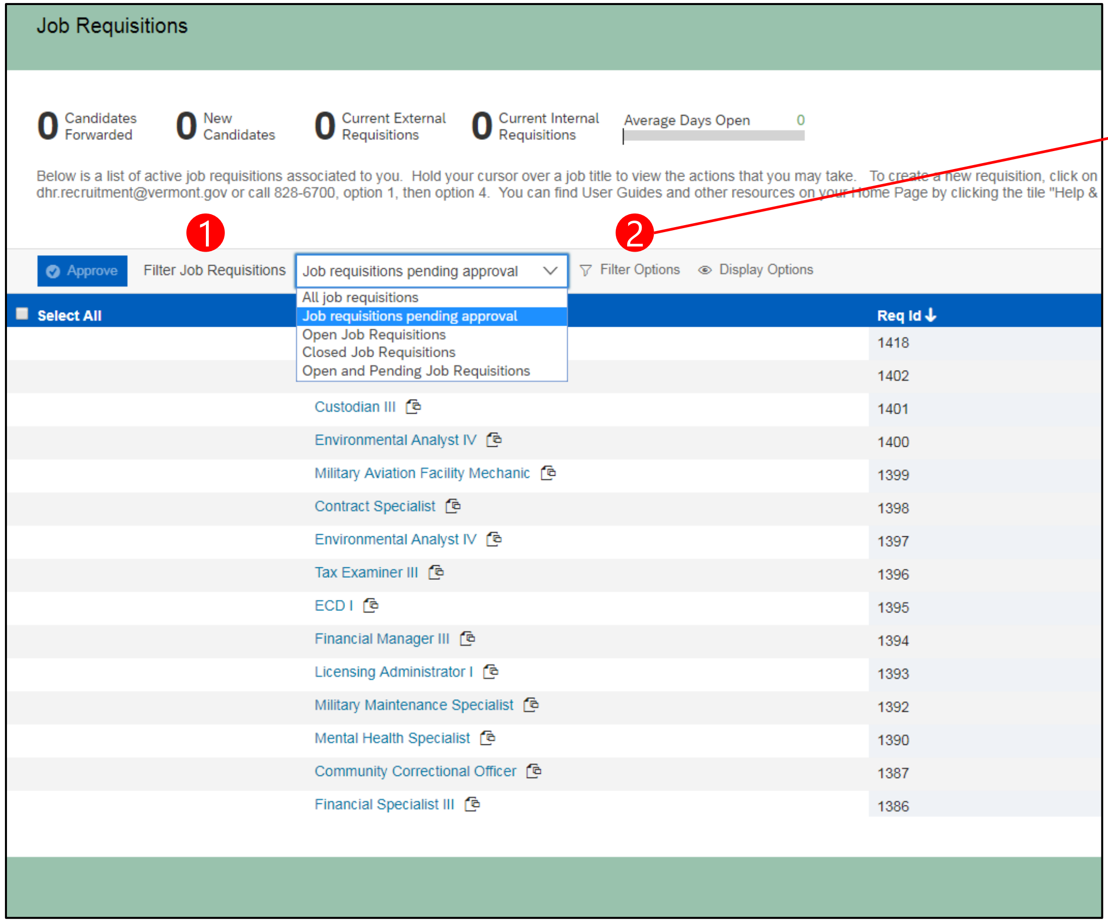

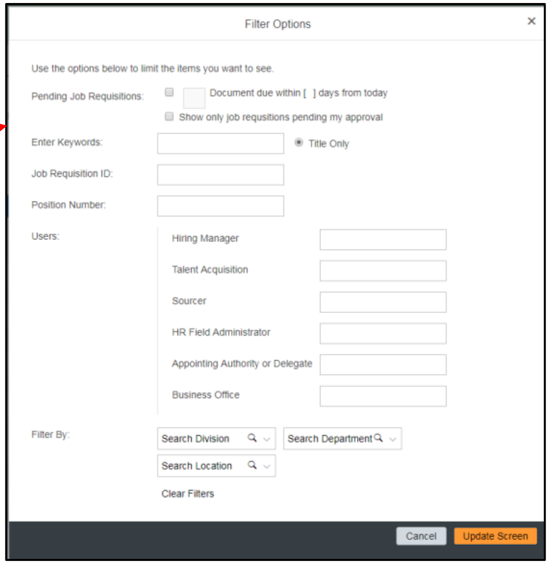

1 If you recruit at a high volume, you may choose to see filtered lists of your requisitions instead of having to look through all. In the options menu above your requisitions you can filter them by all requisitions, pending, open, closed and open and pending by using the "Filter Job Requisitions" Dropdown menu

2 You can even get more specific with which requisition you are looking to view by choosing "Filter Options"

Important Notes

If you are not seeing a requisition you were looking for, it may mean you have filtering options on that have not been turned off. Make sure you set your "Filter Job Requisitions" dropdown back to the requisition status you want and if you used "Filter Options" mentioned in step 2, make sure to "clear all filters" shown below.

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ADDENDUM

Customizing Display Options of Requisitions

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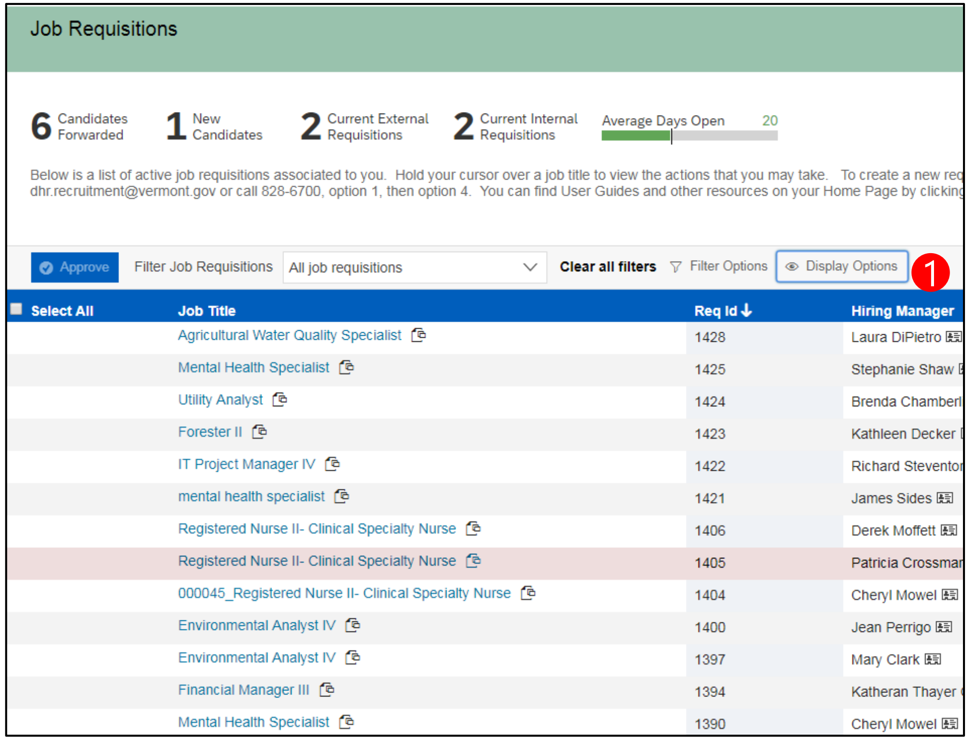
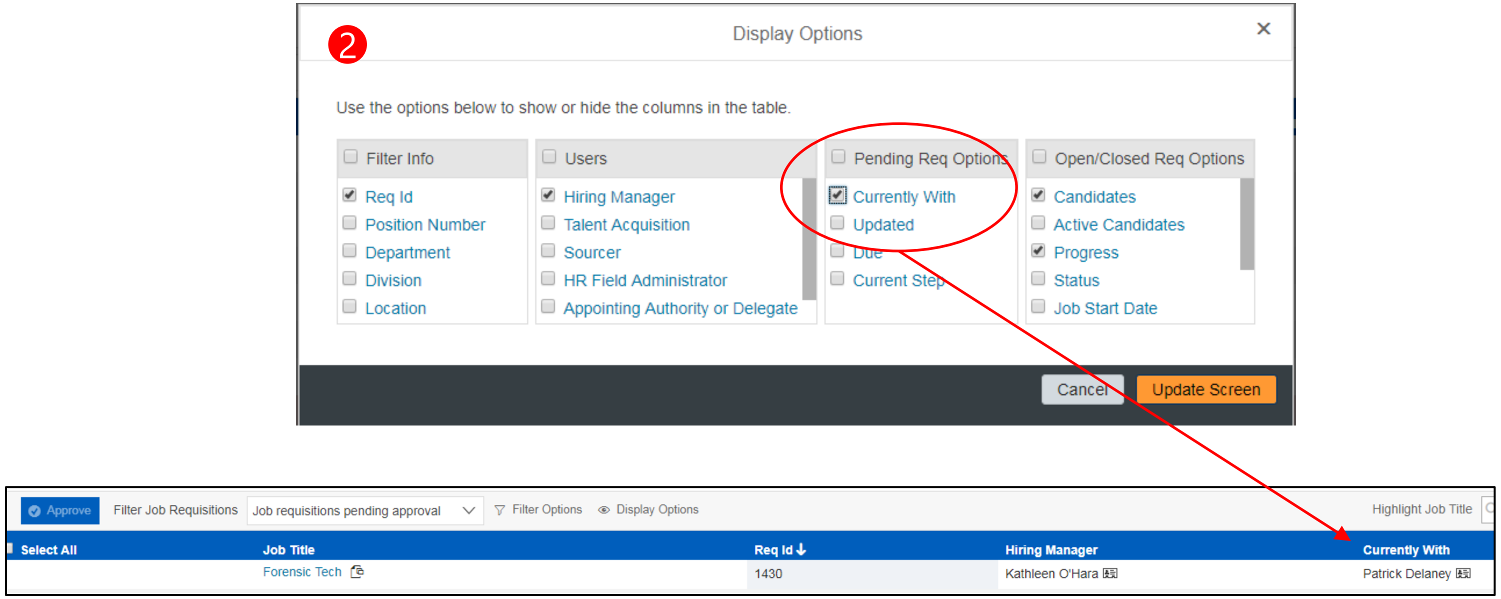
1 As a Hiring Manager, you have control over what columns are displayed when looking at your requisitions. We recommend that you keep the columns you see as defaults when you first log in and view, but you can certainly add others. Click the "display options" link in your menu options above your reqs.

2 Here you can add columns you wish to see in your view. One very valuable one is "Currently With" under the Pending Req. Options. This will tell you where a pending requisition is in the approval process should you need to follow up to see why it is stalled or you need to change something on the requisition. After you click the "update screen" button, you will see that column.





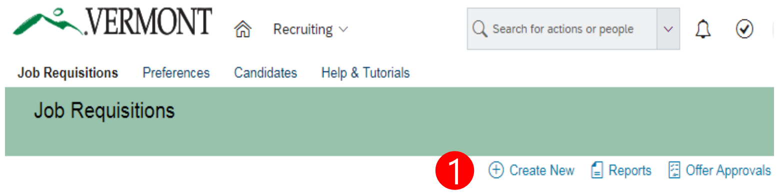
ADDENDUM

Creating a Requisition for a Temporary Agency of Transportation Position

1 After logging into the system, and navigating to the "Recruiting" tab, select "Create New" in the top right side of the screen.

2 On the next screen, select the appropriate "AOT Temp Pool Requisition - " template. The occupational category under which the position falls will determine which template to use.
Ex. Journeyman falls under "Maintenance," Civil Engineer I falls under "STEM," and Right of Way Agent falls under "Finance." If you are unsure which template to choose, please contact your Talent Acquisition Specialist.

3 Continue to create the requisition as you would a normal requisition. The candidate review, offer, and hiring process will remain the same as on normal requisitions.



2

If you are unsure which category your position falls into, please contact Talent Acquisition.

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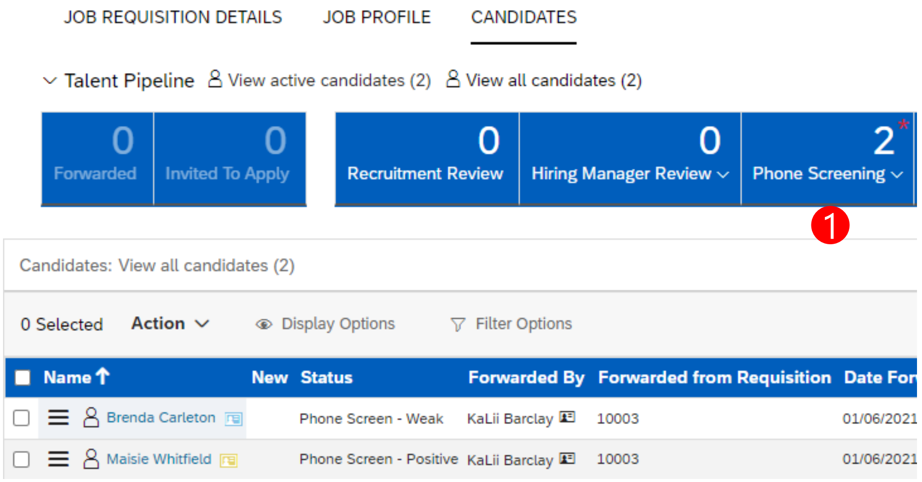
ADDENDUM

Managing Applicants on a Family Services Worker District Specific Position

1 Managing applicants on a Family Services Worker District Specific Position is similar to managing applicants on the old Family Services Worker Statewide Continuous Recruitment requisition, with two exceptions. The first difference hiring managers will see is applicants placed in a new "Phone Screening" bucket. This indicates that the applicant has already been vetted for this location and is ready for the hiring manager to review.

2 The second difference is that district directors or admins will be responsible for dispositioning any remaining applicants on a requisition prior to placing the finalist into "Hired" status. Unlike old Family Services Worker Statewide Continuous Recruitment requisitions, these requisitions are created to fill a specific vacancy and will close once the opening is filled. Please use "Requisition Cancelled*," "No Show for Interview," "Applicant Declined/Withdrew," "Not Selected for Interview*," "Other," "Rejected Post Interview*," or "Family Services Only – CHILD REQ – Rejected, Position Filled."

*Email notification has been tailored for Family Services District Specific positions. Please reference "Email Crosswalk for FSW Templates – Final 02-24-2021" for explanation of each "Not Selected" status and the notification it sends to the candidate when selected.



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FAQS

Does the Appointing Authority need to be in the Requisition Approval Path every time?
No, its left up to the business. If your process is they need to be a "hard stop" approver, add as an approver using the steps provided in this guide. Otherwise they just get notified and can manually stop the requisition if they choose, but they needn't take any action.

Can we change Hiring Manager, Appointing Authority or Delegate to be someone different?
Yes, they will need to be listed in the hiring manager role to have access.

Do we have to write the date/time/location to move to interview status?
No, only that you are interviewing or interviewed. If you wanted to add in specific details as it relates to date/time/location, which would be a good idea, then you can add that to the comments.

What are the Veterans' points?
Basically, as military veteran or spouse, there are points assigned to each category. As long as they meet the minimum job qualifications, you give preference to interviewing candidates who have veterans' points.

Where would you put job specific information?
Add it in the comment box when first creating your requisition, or discuss with your TA Specialist.

How do I send resumes to other on hiring panel to review?
Add them as additional hiring managers to review. There is only one "ranking" in status pipeline per requisition, so you should be in agreement prior to moving to a specific ranked status.

What about background checks that my department or agency vs. the standard Tax Compliance and Criminal History Declaration?
Any department/agency level checks you currently do will remain the same process. When Field HR moves your candidate into "ready to hire" from "pre-offer," that indicates they have satisfactorily passed the Tax Compliance and Criminal History Declaration Checks. If you no do no dept. level background checking, you can proceed with verbal conditional offer and move then to "Offer" status. If you do perform dept. level background checks, you need to leave the candidate in "Ready to hire" status until you have completed your department specific checks. After those are done, you can make your verbal conditional offer and then move them into "Offer" status.

FAQS

What if a candidate has "Yes" under Mandatory Interview in the candidate list view?
This means that DHR has confirmed they meet the state policy for mandatory interview requests. If your department has additional criteria for granting mandatory interviews, this will not be reflected in the mandatory interview column. You will need add the people responsible for reviewing candidates' mandatory interview qualifications for your department or agency as additional hiring managers when you create requisitions or send them the Applications/Resumes through SuccessFactors (Actions>Forward to Colleagues)

Can we add comments as the hiring manager to a candidate application (they need tests or checks etc.)?
Yes. You can add the comments to the hiring manager comment field. Please be careful as any comments you put in can be seen by anyone internally associated with this requisition (additional hiring managers, Talent Acquisition, Field HR, etc.). **Candidates will not see these comments.**

Can we create a dummy account to show the external users how to go through the process?
Please do not do this. If you want to help someone, you should actually go through creating their profile/application. An external user guide will be created and available to share with all external users and we will be providing training to certain agencies who have large populations of staff that do not have regular access to computers during the work day on how to help their staff apply for jobs. Additionally, we have trained Department of Labor personnel who assist candidates in job applications.

Is there a limit on the number of documents uploaded for the candidate?
There is a limit to the amount of data each candidate can store. It is not by number of docs. If they should hit the limit, they will get an error indicating that. There should be ample storage space for every candidate to upload multiple documents of normal size.

Will Applicants need to update their profile in the new system?
Yes they will need to create a new profile to apply for any jobs after October 9th.

Do we need to add in the Time and Labor Data?
If you have it, please put Time and Labor data in the comments so there is not the back in forth when it comes to the offer stage. Field HR will be responsible for requesting that data from the business offices prior to hiring candidate and sending new hire information over to VTHR.